



Payment Solutions for Service Providers

Nexion Stand Alone User Manual

Version 3.1.0

APRIL 2010

Table of Contents

CHAPTER 1.....	4
Introduction	4
CHAPTER 2.....	5
Getting Started	5
Starting the program.....	6
Navigating the system	9
CHAPTER 3.....	12
Processing – Credit Card & Debit Card Transactions	12
CHAPTER 4.....	17
Processing – Manual Credit Card Transactions/ Card not present	18
CHAPTER 5.....	35
Processing – Cash or Cheque Transactions	25
CHAPTER 6.....	28
Processing – EFT or Medical Aid Payments	30
CHAPTER 7.....	35
Adding a new client for Direct Debit (ACB) transactions.....	35
Registering a new member (patient) for processing of direct debit transactions.....	35
CHAPTER 8.....	359
Processing a direct debit transaction	39
CHAPTER 9.....	45
Processing Exceptions	47
Cancelling a transaction prior to receipt being printed	45
What to do if you have a power failure	45
Edit Request Form - Correcting a Cash/Cheque/EFT/Medical Aid payments.....	45
Refunding Credit Card Transactions	45
Manual Credit Card Transactions.....	45
Transaction Declined Error Codes when processing Cards.....	45
Navigating the system	45
CHAPTER 10.....	46
Receipts	46
Nexion Receipt Layout	46
Printing	49
Thermal Printer.....	49
Desktop Printer.....	50
Setup options for a desktop/default printer number of receipts.....	50
Reprinting a Receipt.....	51
CHAPTER 11.....	54
Reporting	54
Report Types	54
Report Format	54
Report Introduction.....	55
Generating a Report.....	56
Reading Reports	63

Individual Licensee Report	64
Summary reports	66
Recalling a previously generated report.....	67
Printing reports	69
Print current tab	69
Print entire workbook.....	69
CHAPTER 12.....	71
Troubleshooting.....	71
CHAPTER 13.....	ERROR! BOOKMARK NOT DEFINED.
Standard ISO Response Codes	Error! Bookmark not defined.
GLOSSARY	785
Appendix 1 - Member Registration Form	76
Appendix 2 - Manual Credit Card Transaction Form	77
Appendix 3 - Manual Credit and Refund Application Form	78
Appendix 4 - Differentiate between Credit and Debit Cards.....	79

Chapter 1

Introduction

Welcome to the Nexion Cash Flow Management Solution.

Nexion is a specialist South African technology company that develops cash flow management software for small companies such as medical practices. By automating and eliminating the complex manual receipting and reporting processes, Nexion delivers payment solutions and complete cash flow management systems. For the price of a credit card facility, medical practices and practitioners are able to automatically process all payment types, proactively recover debt and generate reports from one interface, in real-time for the first time ever. Nexion solution has proven so popular that selected educational institutions and property companies are also reaping the proprietary software's benefits.

Nexion is a highly affordable and easy-to-use cash flow management system developed specifically for medical practices to eliminate the complex manual receipting and reporting processes.

CASH FLOW MANAGEMENT

Nexion integrates with most existing practice management systems or works as a standalone payment and receipting system to proactively receive payments, recover debt and secure cash flow control by providing reports to balance to both Practice management systems and Bank accounts.

CASH FLOW PROCESSING

For the price of a credit card facility alone, Nexion automatically captures and processes all payment types including credit cards, stop orders, cash, cheques, EFT and medical aid bulk receipts from one interface, replacing manual processes and eliminating the potential for errors and fraud.

CASH FLOW VISIBILITY

Nexion provides a real-time overview of a practice's or practitioner's cash flow from anywhere the software is loaded. Nexion seamlessly generates the necessary reports to reconcile and balance the practice management system and bank accounts with the click of a button.

CASH FLOW FLEXIBILITY

Nexion manages the cash flow of complex practices with multiple profit centres, multiple individual practitioners and/or multiple bank accounts for ultimate cash flow control and flexibility.

Nexion is a customer-centric company that is dedicated to delivering affordable yet effective cash flow management solutions to its customers. The Nexion Solution empowers customers such as small businesses to proactively manage their cash flow by enabling them to accept all payment types while minimising administration and where possible, integrating into their existing systems. Nexion works with similar trustworthy, best-of-breed partners to deliver on its promises and to exceed customer expectation.

Chapter 2

Getting Started

Congratulations on installing Nexion. After a first time installation, there will be a program icon located on your Windows Desktop click on this icon to start the Nexion application.

In the activation pack you received from Nexion you will find the following items, please familiarize yourself with them at this time as we will refer to them in your training. At any time you can call our call centre on 0861 NEXION for customer support or to schedule additional training.

- Window Decals – please affix in a visible position to indicate to clients that you now accept credit and debit cards.
- Nexion User manual
- Nexion Quicklinks guide
- Starter pack containing:
 - Manual Credit Card Forms – in case of power outages
 - Direct Debit Transaction Forms (ACB) – for your stop order facility
 - Manual Credit Refund Forms – in case of a refund
 - Member Maintenance Forms – to amend any details for registered members (ACB)
 - Merchant Maintenance Forms – to amend any details pertaining to the practice
ie. Change of address, telephone, user or bank details

All support documentation can also be found on our website www.nexion.co.za in the Merchant Access section.

Merchant Access & Resource Centre

Welcome to our merchant access section, here is where you will be able to access our user manuals with guides to show you how to use our product as well as additional resources that may come in handy. To access this section you will require your unique merchant login details. User manuals [Nexion Forms – Manual Transactions] and official forms [Nexion User Manuals] to

LATEST NEWS

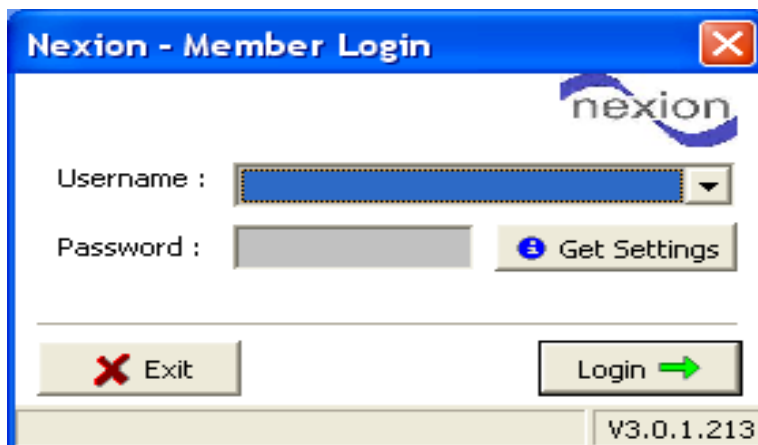
- [Home](#)
- [Nexion revolution enters medical](#)

Starting the program

1. Double-click on the **Nexion icon** on your desktop.



2. The User Login screen is displayed.



3. The following default password applies:

Username

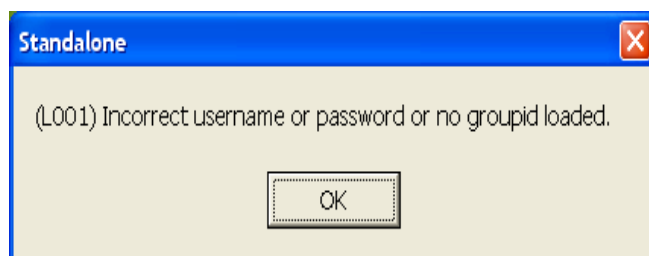
Nexion will be pre-installed with the users as specified on your application form. Select username from the drop down list

Password

The default setting for the Password is: nexion (lower case), please personalise it immediately to a password only you know.

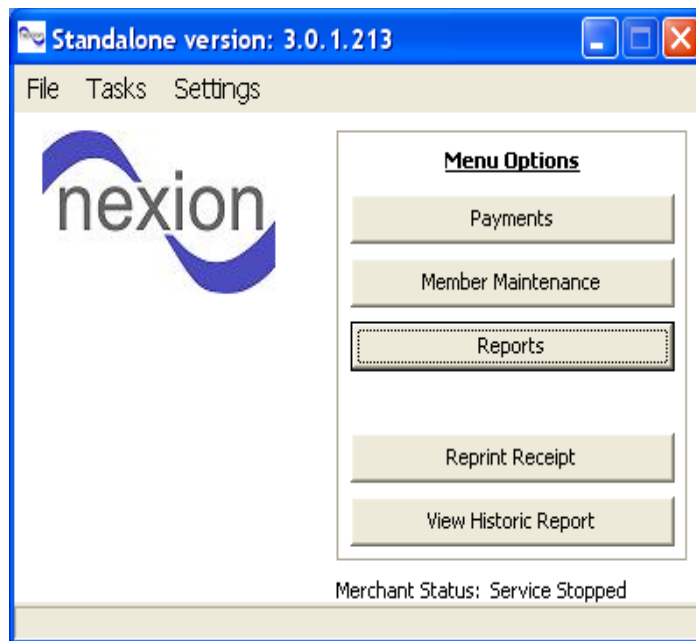
Please Note:

When an incorrect password is typed, Nexion will display the following message:



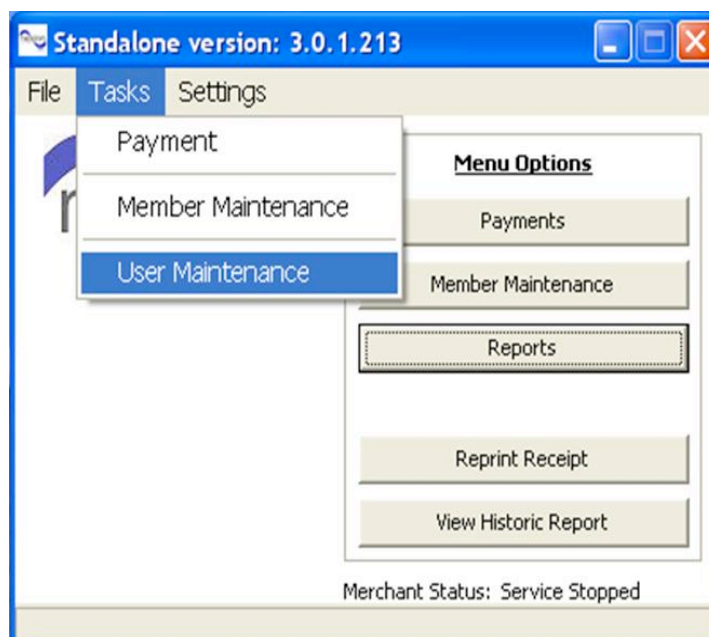
4. Click on the "OK" button. You will return to the User Login screen. Select your username and Re-enter your password

5. After you have successfully logged into Nexion, the main menu will be displayed.

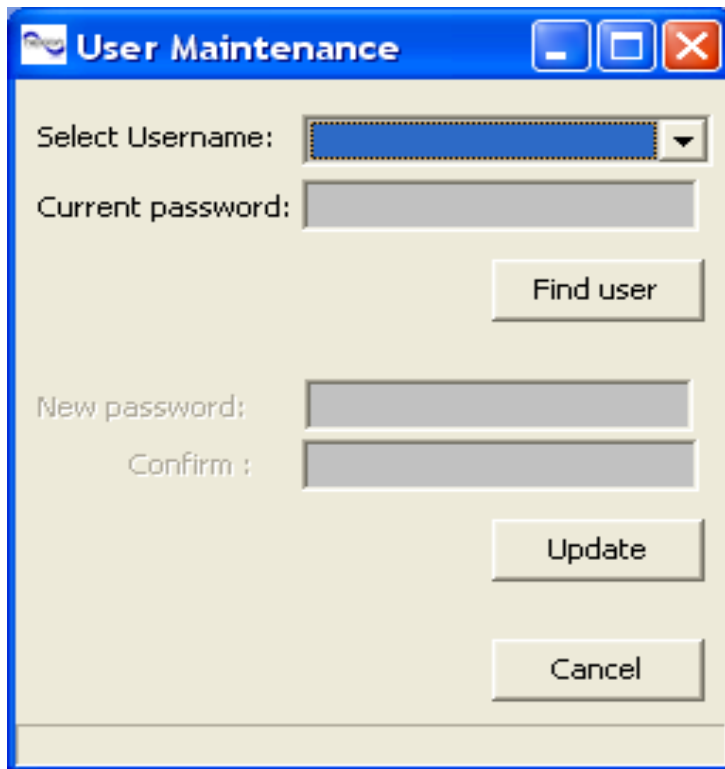


First Time User: After Initial log on, the user password needs to be changed, to do this:

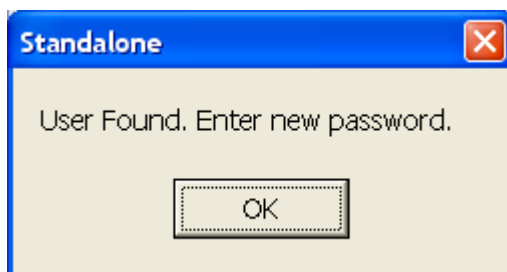
1. From the "Main Menu", select the Tasks Tab. From the Tasks sub menu, select the "User Maintenance Option". The User maintenance screen is displayed.



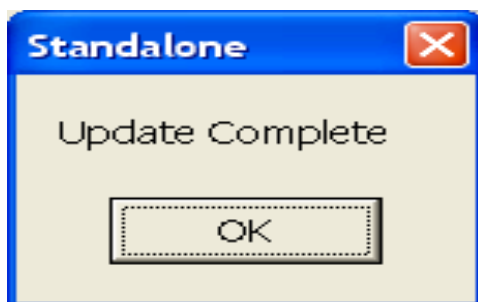
2. Select your Username, and type in your Current password. Click on the “Find user” button, to verify the user account.

A Windows-style dialog box titled "User Maintenance" with a blue header bar containing a small logo and standard window controls (minimize, maximize, close). The dialog has a light beige background. It contains three text input fields: "Select Username:" with a dropdown arrow, "Current password:", and "New password:" followed by a "Confirm :" field. To the right of the "Current password:" field is a "Find user" button. Below the "New password:" and "Confirm :" fields is an "Update" button. At the bottom right is a "Cancel" button.

3. If the User is found the “User Found” screen is displayed. Click on the “OK” button to continue.

A small Windows-style dialog box titled "Standalone" with a blue header bar and a close button. The background is light beige. It contains the text "User Found. Enter new password." and a single "OK" button at the bottom.

Type a new password in the New password field, and in the Confirm field, type the same new password again. Click on the Update button to save the changes. If the system accepts the changes the “Update Complete” screen will be displayed.

A small Windows-style dialog box titled "Standalone" with a blue header bar and a close button. The background is light beige. It contains the text "Update Complete" and a single "OK" button at the bottom.**Note:**

4. Click on the “OK” button to continue. The Nexion system will update the changes and automatically return the user to the main menu.

To reset your password – contact our call centre on 0861 639 466

To add or remove a user – contact our call centre on 0861 639 466

Navigating the system

The Main Menu



What is displayed on the Main menu screen?

On the top bar of the screen:

- “FILE” drop down is used to check for new software updates and to exit the program
- “Tasks” drop down repeats the buttons on the main menu.
- “Settings” allows you to set printer and receipt options.

Buttons on the Main Menu Screen:

Payments

Provides access to the payments screen where you can capture and process client’s payments.

Member maintenance

Use this option to register clients for direct debit and to edit or delete members records.

Reports

Access to Cash as well as the Submission reports (see chapter 11 page 53)

Cash Report -- Used to reconcile bank account(s)

Generate a report detailing transactions/funds that have been deposited to the practice / merchant bank account(s) within the date range selected.

Submission Report – Used to reconcile practice management/ debtor system

Generate a report detailing the transactions processed/ receipted within the selected date range.

Reprint Receipts

Allows you to reprint receipts

Whether it is for the last transaction processed or any previous Nexion transaction processed

View Historic Report

Allows you access to view previously viewed reports (non-editable)

Chapter 3

Processing – Credit Card & Debit Card Transactions

Please note:

Always ensure that your printer is switched on, and has enough paper. In order to process a manual (card not present) transaction, please refer to Chapter 4 page 17.

The following cards are accepted, and can be processed using Nexion:

Credit cards: Visa, MasterCard, Diners Club and American Express



Debit cards: Visa Electron and MasterCard Maestro



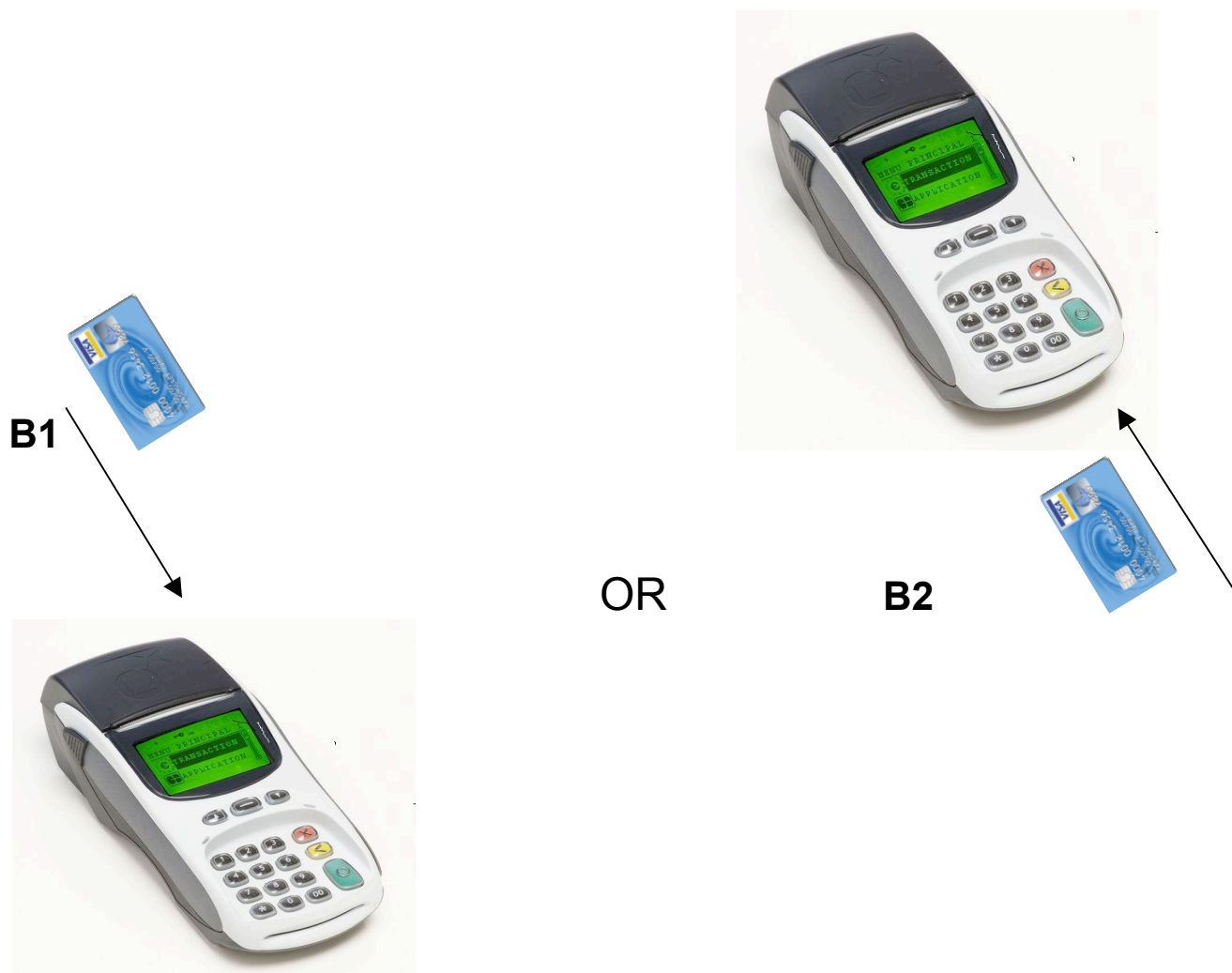
Nexion supports two terminals, (In 2010 all Clients will be upgraded to type B).

Terminal A – All cards are swiped as indicated



A.

Terminal B – Non Chip and Pin cards are swiped as indicated B1 below, All other cards are dipped as illustrated B2 below. (All merchants will be migrated to this terminal during the course of 2010.)



Nexion allows you to receipt your Card transactions that have been processed by your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

All card payments are receipted on NEXION (date processed). Card transactions will remain in status pending until paid to your bank account 48 hours later.

- Integrated users can simultaneously receipt Card transactions and post to the practice management solution through the integration module. IN the case of client not being loaded on practice management system cards are receipted using the Nexion standalone module, and posted when client is loaded. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.
- Non-integrated users receipt all cards using Nexion standalone module. Posting can be done from the receipts OR the submission report. When posting manually take care to post to the date funds were received.

PROCESSING CARD PAYMENTS

- Standalone Users follow Step 1-12 to process a card transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 4 below.
- Nexion is currently integrated with the following Practice Management Systems
Medemass – Elixir
Healthfocus – Eminance
GoodX

1. To initiate a transaction, click on the payments option.



2. Choose a merchant to be credited for this transaction from the drop down box. (If only one merchant is registered on your site; dropdown will default to the correct merchant.)



nxAgent version: 3.0.1.55

nexion

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount:

Currency: ZAR (South African Rand)

Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

3. Type in amount of transaction.

nxAgent version: 3.0.1.55

nexion

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprinted receipts)

Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

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nexion

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

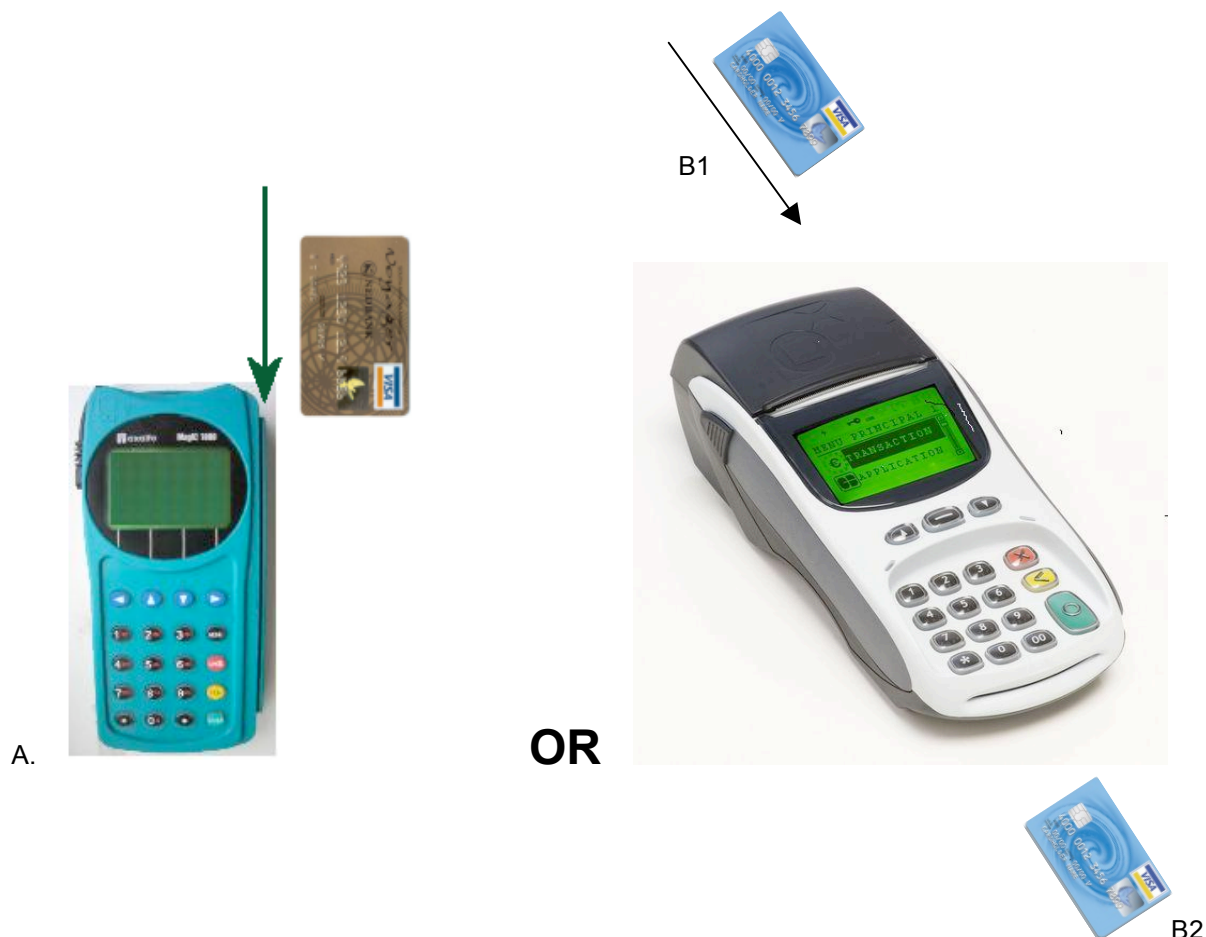
Record Cash Trxn Process Card Trxn Cancel

5. Click the **Process Card Trxn** button.
6. A pop-up screen will display, prompting the user to swipe the card, or press cancel on the Terminal to do a manual transaction.(For manual transactions see chapter 4 page 17)

Transaction Status

Swipe card or press "cancel" on the pin pad
for manual transaction...

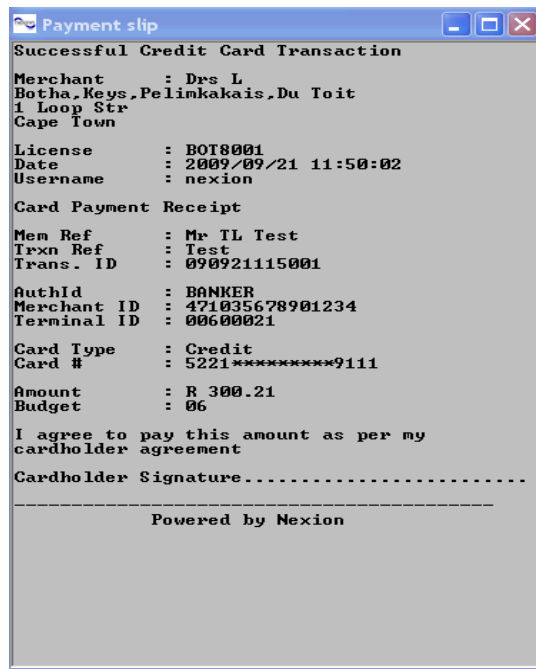
7. Swipe the card through the slot on the side of the terminal, with the magnetic strip at the bottom of the card facing towards the terminal. Dip card if applicable on terminal B.



8. You will be prompted on the terminal to select an account type:
 If the card is a **debit card**, choose either option 1 - Savings or option 2 - Cheque. (Dependant if debit card is linked to a savings or current account).
 If the card is a **credit card**, on the pay point terminal, choose option 3 - Credit card.

 In the case of a debit card or Chip and Pin card on terminal B your client will be prompted to enter their PIN number on the terminal
9. In the case of a credit card, the budget option is displayed on the terminal. For Budget, select the number of months as prompted on the screen.
10. The terminal will now prompt you to re-confirm the transaction amount by pressing the Green **ENTER** key on the pay point terminal to confirm the amount of the transaction.
 At this point the transaction will be processed and the result displayed on the terminal by means of an Accepted or Declined message. See chapter 9 page 43 for instructions on declined transactions.
11. Two receipts will automatically be printed to your default printer. (Receipting options see chapter 10)
 NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
 (For explanation of decline codes see Chapter 14 Page x)

THE MERCHANT RETAINS A SIGNED COPY (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY



Payment slip

Successful Credit Card Transaction

Merchant : Drs L Botha, Keys, Pelimkakais, Du Toit
1 Loop Str
Cape Town

License : BOT8001
Date : 2009/09/21 11:50:02
Username : nexion

Card Payment Receipt

Mem Ref : Mr TL Test
Trxn Ref : Test
Trans. ID : 090921115001

AuthId : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021

Card Type : Credit
Card # : 5221*****9111

Amount : R 300.21
Budget : 06

I agree to pay this amount as per my cardholder agreement

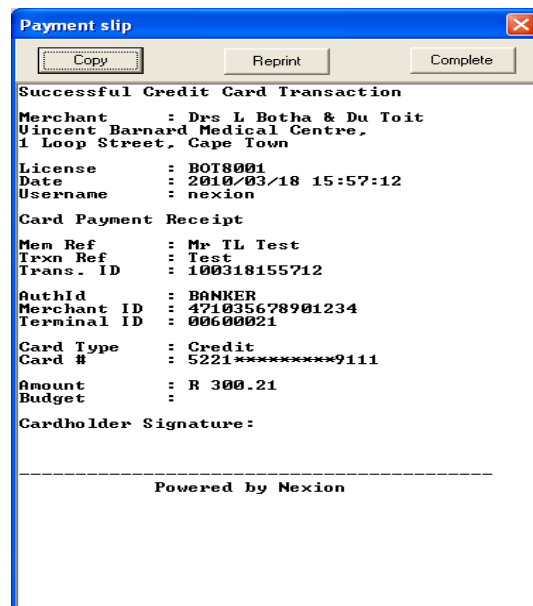
Cardholder Signature.....

Powered by Nexion

12. The receipt will also be displayed on your screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 10).

Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 10).



Payment slip

Copy Reprint Complete

Successful Credit Card Transaction

Merchant : Drs L Botha & Du Toit
Vincent Barnard Medical Centre,
1 Loop Street, Cape Town

License : BOT8001
Date : 2010/03/18 15:57:12
Username : nexion

Card Payment Receipt

Mem Ref : Mr TL Test
Trxn Ref : Test
Trans. ID : 100318155712

AuthId : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021

Card Type : Credit
Card # : 5221*****9111

Amount : R 300.21
Budget :

Cardholder Signature :

Powered by Nexion

Integrated users: Successful transactions will post to patient record at this point.

Chapter 4

Processing – Manual Credit Card Transactions/ Card not present

There are two reasons why a card transaction would be processed manually (card not swiped):

A: Your system may be down or your connection to the Internet may be down.

1. Client completes MANUAL CREDIT CARD TRANSACTION FORM. Ensure that this form is signed

and you have an imprint of the card. (Manual credit card transaction form (See Appendix 2 Page 78)

2. Verify that all details filled in match the actual card
3. Fill in your merchant information on header of form (For Nexion to determine which merchant should be credited for this transaction.)
4. Fax completed form to NEXION for processing. Fax number 086 654 6016. Nexion will fax a receipt as soon as transaction is processed OR process when you have access to your system again using instructions below.

B: No card present or magnetic strip on card damaged:

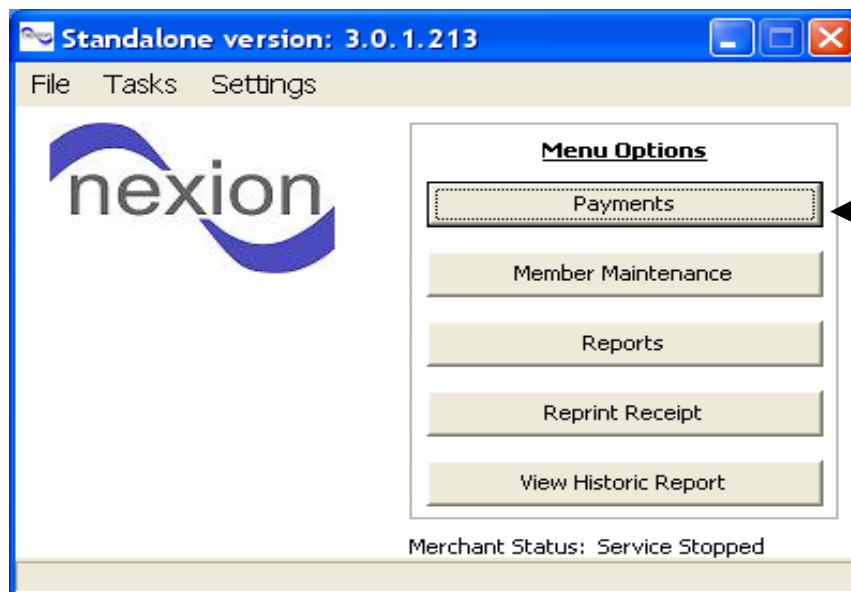
1. Client completes MANUAL CREDIT CARD TRANSACTION FORM. Ensure that this form is signed and you have an imprint of the card. (Manual credit card transaction form (See Appendix 2 Page 78)
2. Verify that all details filled in match the actual card
3. Fill in your merchant information on header of form (For Nexion to determine which merchant should be credited for this transaction.)
4. Process using instructions below.
5. Where possible have client sign receipt.

Please Note:

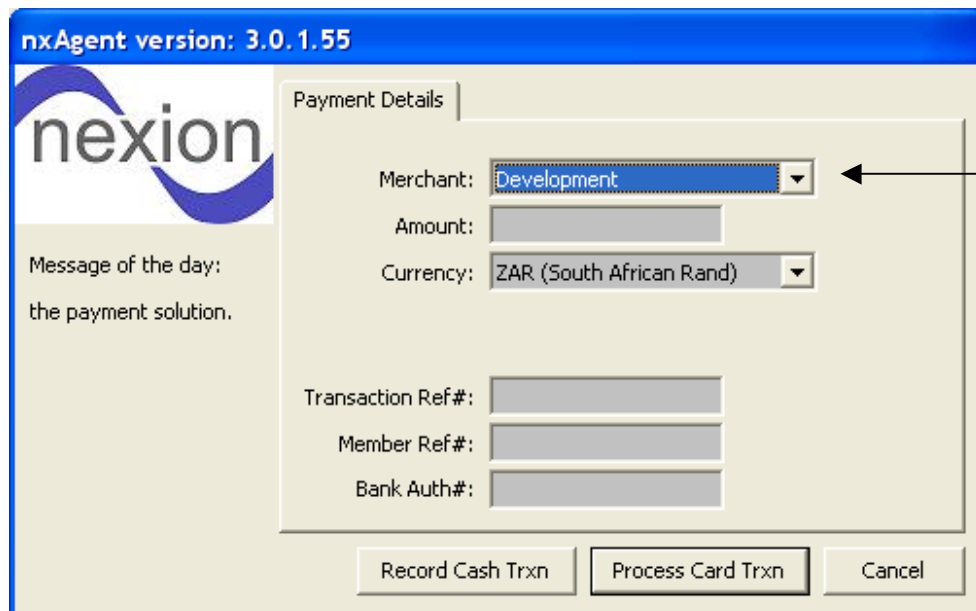
Always ensure that your printer is switched on, and has enough paper.

PROCESSING CARD PAYMENTS (MANUALLY)

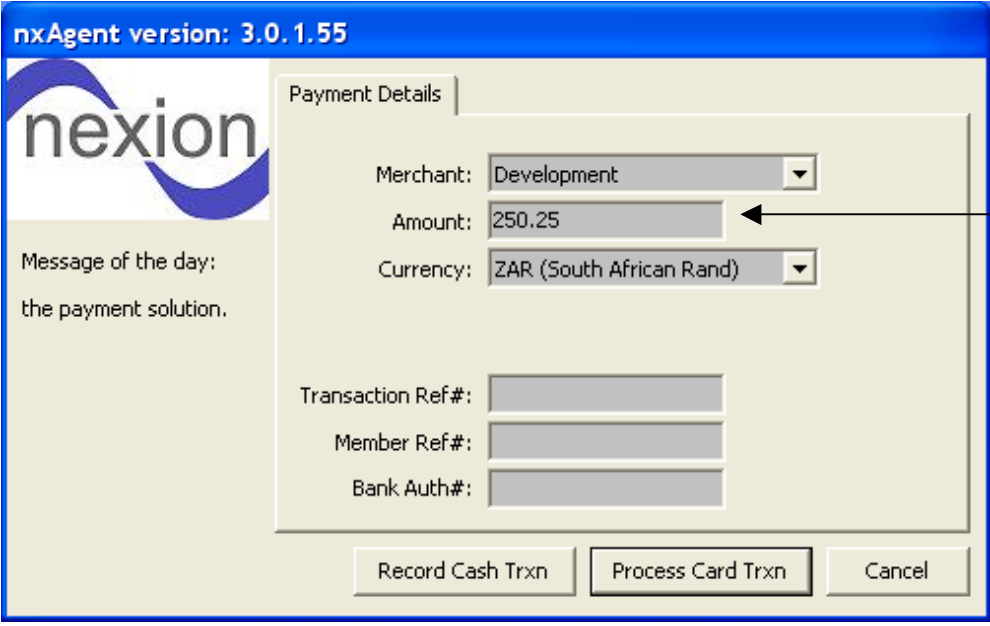
- Standalone Users follow Step 1-14 to process a card transaction
 - Integrated Users will initiate transactions from the Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 5 below.
 - Nexion is currently integrated with the following Practice Management Systems
 - Medemass – Elixir
 - Healthfocus – Eminance
 - GoodX
1. The main menu displayed, click on the **Payments** option.



2. Choose a merchant to be credited on this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)



3. Type in amount of transaction.



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Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#:

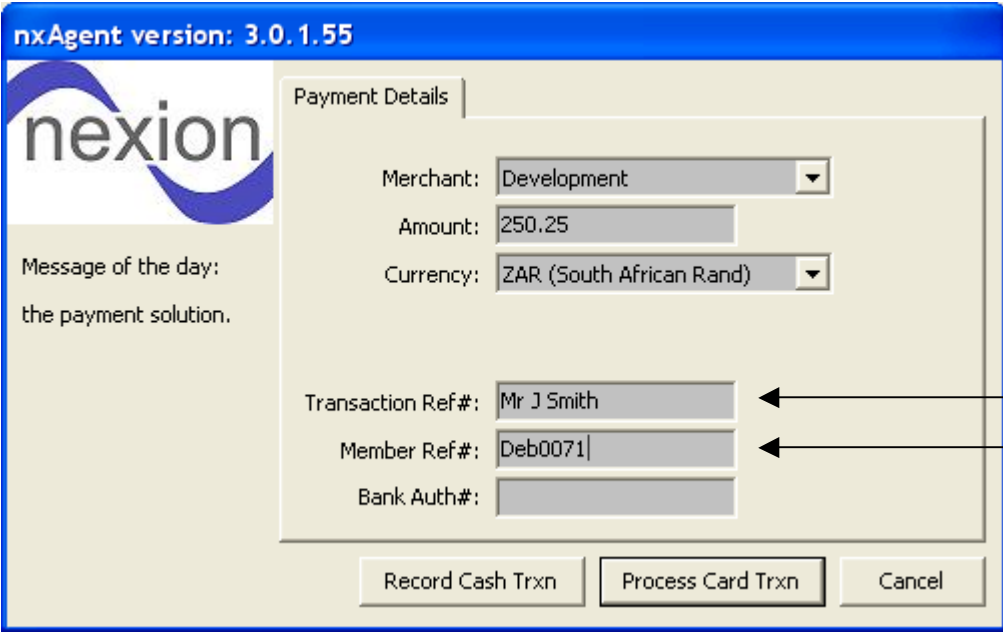
Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #: This can be your client's name. (These references will allow you to identify the transaction on your reports and reprint receipts)

Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.



nxAgent version: 3.0.1.55

nexion

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Mr J Smith

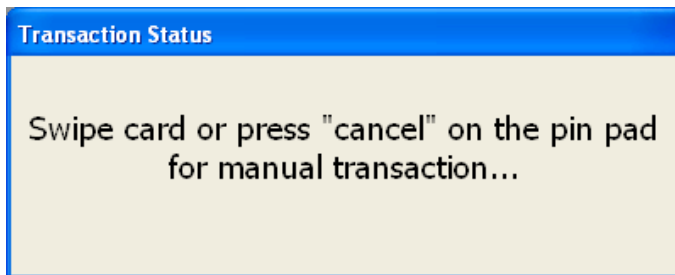
Member Ref#: Deb0071

Bank Auth#:

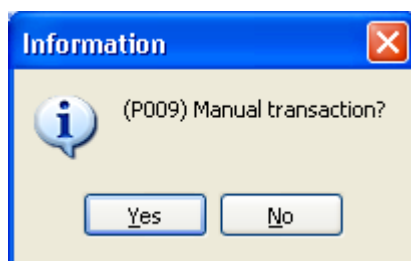
Record Cash Trxn Process Card Trxn Cancel

5. Click the **Process Card Trxn** button.

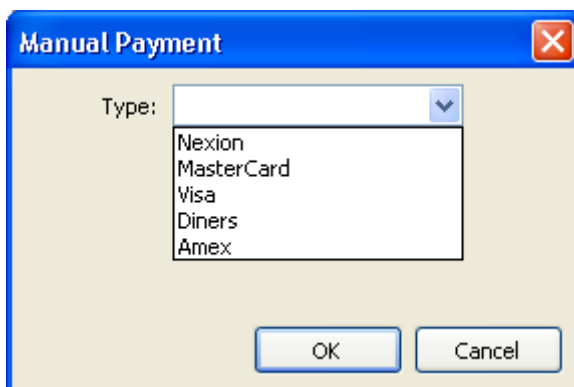
6. A screen will be displayed, prompting the user to swipe the card, or press “cancel” on the pay point terminal to do a manual transaction.



7. Press **CANCEL** on the terminal keypad.
8. An information screen will be displayed on your computer screen confirming that a manual transaction will be done.

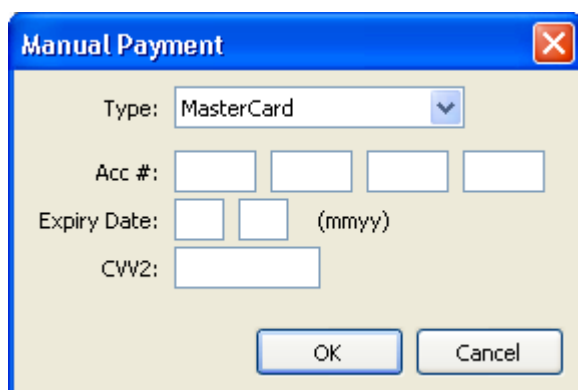


9. Click on the Yes button to confirm that you wish continue with the manual transaction. Selecting the No button will cancel the transaction.
10. On the “Manual Payment” screen, choose Card Type for this manual transaction from the “Type” drop down menu and click “OK” to continue.



If you selected MasterCard/ Visa/ Diners Club or American Express follow these steps. If you selected NEXION for the direct debit option (See Chapter 8) for further instructions on how to process these transaction.

11. Insert the type of card, card number, expiry date and CVV number.



A screenshot of a 'Manual Payment' dialog box. It has a blue title bar with the text 'Manual Payment' and a close button (X). The dialog contains the following fields: 'Type:' with a dropdown menu showing 'MasterCard'; 'Acc #:' with four separate input boxes; 'Expiry Date:' with two separate input boxes followed by '(mmyy)'; and 'CVV2:' with a single input box. At the bottom are 'OK' and 'Cancel' buttons.

12. Press "OK" to continue.
13. At this point the transaction will be processed and the result displayed on the terminal by means of an accepted or declined message.
14. Two receipts will automatically be printed to your default printer. (Receipting options see chapter 10)
NOTE – if the receipt indicates DECLINED the transaction did not complete successfully.
(Receipting options see chapter 10)

THE MERCHANT RETAINS A SIGNED COPY (THIS COPY MUST BE FILED AS IT MAY BE REQUIRED IN THE CASE OF A CHARGEBACK) AND THE PATIENT RETAINS THE OTHER COPY



A screenshot of a 'Payment slip' window. It displays a 'Successful Credit Card Transaction' receipt. The text is as follows:

```
Successful Credit Card Transaction
Merchant   : Drs L
            Botha, Keys, Pelinkakais, Du Toit
            1 Loop Str
            Cape Town
License    : DOT8004
Date       : 2009/09/21 11:50:02
Username   : nexion

Card Payment Receipt
Mem Ref    : Mr TL Test
Txn Ref    : Test
Trans. ID  : 090921115001

AuthId     : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021

Card Type   : Credit
Card #      : 5221*****9111
Amount      : R 300.21
Budget      : 06

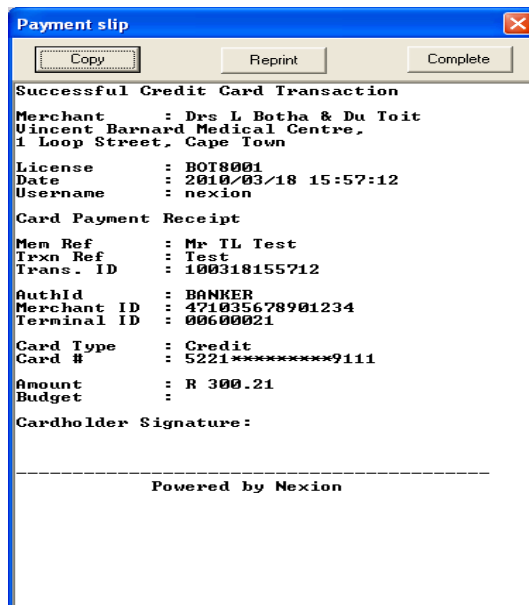
I agree to pay this amount as per my
cardholder agreement
Cardholder Signature.....

Powered by Nexion
```

The receipt will also be displayed on your screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 10).

Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 10).



The screenshot shows a window titled "Payment slip" with a close button in the top right corner. Below the title bar are three buttons: "Copy", "Reprint", and "Complete". The main content area displays the following text:

Successful Credit Card Transaction
Merchant : Drs L Botha & Du Toit
Vincent Barnard Medical Centre,
1 Loop Street, Cape Town
License : BOT8001
Date : 2010/03/18 15:57:12
Username : nexion
Card Payment Receipt
Mem Ref : Mr TL Test
Trxn Ref : Test
Trans. ID : 100318155712
AuthId : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021
Card Type : Credit
Card # : 5221*****9111
Amount : R 300.21
Budget :
Cardholder Signature :

Powered by Nexion

Integrated Users: Successful transactions will post to patient record at this point.

Chapter 5

Processing – Cash or Cheque Transactions

Nexion allows you to receipt your Cash and Cheque's that have been paid at your cashier. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

Both Cash and Cheque payments are receipted on NEXION on receipt from client. WE assume that you deposit cash on a daily basis.

- Integrated users can simultaneously receipt Cash & Cheque transactions and post to the practice management solution through the integration module. Unidentified Cheque's are receipted using the Nexion standalone module, and posted when they are identified. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.
- Non-integrated users receipt all Cheque's using Nexion standalone module. Posting can be done from the receipts OR the submission report. When posting manually take care to post to the date funds were received.

In order to determine cash-on-hand/deposit slip. Print a submission report for transaction type "CASH" with from date being the day after last deposit through today's date.

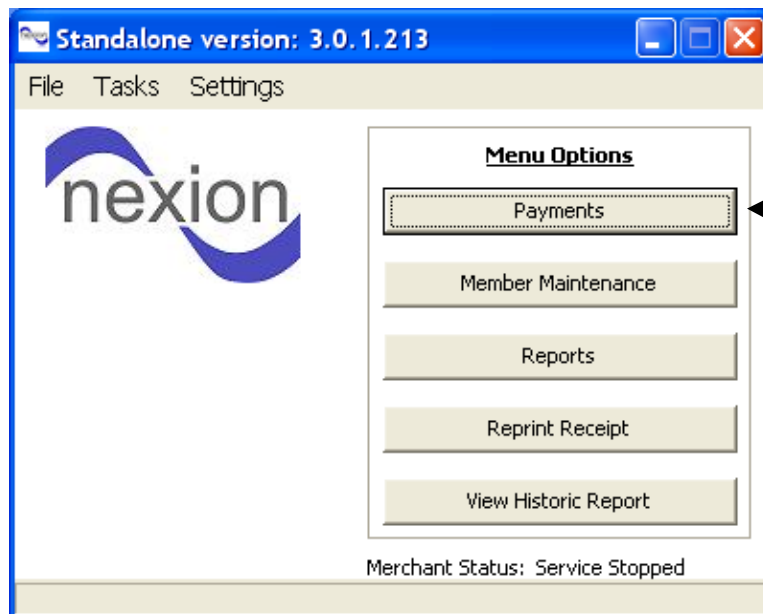
Please Note:

Always ensure that your printer is switched on, and has enough paper.

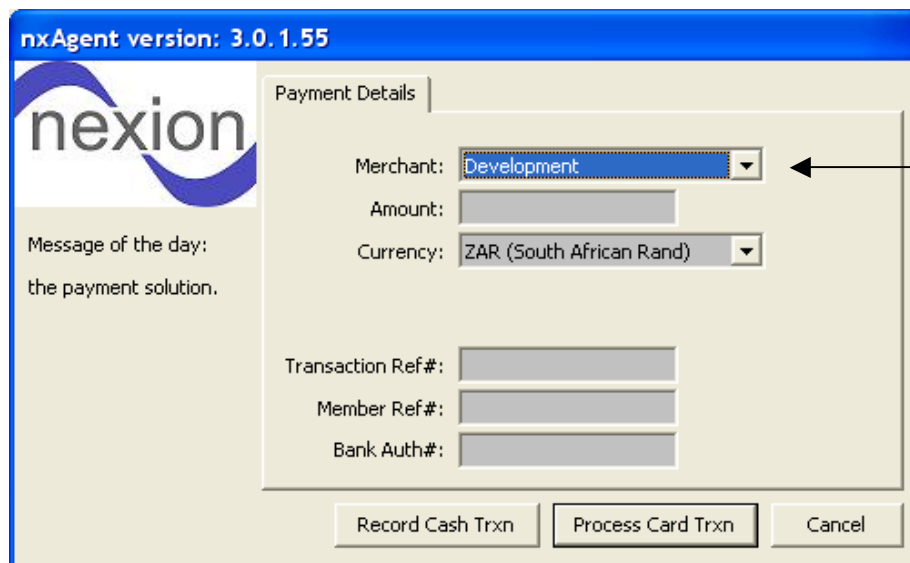
PROCESSING CASH AND CHEQUE PAYMENTS

- Standalone Users follow Step 1- 6 to process a cash transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 4 below.
- Nexion is currently integrated with the following Practice Management Systems
Medemass – Elixir
Healthfocus – Eminance
GoodX

1. To initiate a transaction, click on the Payments option.



2. Choose the appropriate merchant to be credited for this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)



3. Type in amount of transaction

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprint receipts).

Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

- **Please note**

The Bank Auth# field info is not required for cash payments.

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

5. Click the **Record Cash** button and select the type of cash from the dropdown provided.

Cash Type

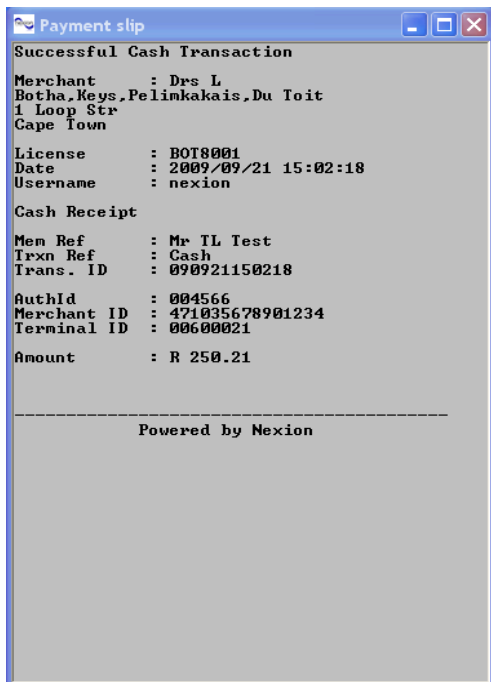
Please select the type of Cash Payment below.

Type: Cash
Cheque
EFT
Medical Aid

Continue

Select transaction type CASH OR CHEQUE, click on the continue button.

6. At this point two cash receipts (see receipt printing for printer settings) will automatically be printed to your default printer.



Payment slip

Successful Cash Transaction

Merchant : Drs L
Botha, Keys, Pelinkakais, Du Toit
1 Loop Str
Cape Town

License : BOT8001
Date : 2009/07/21 15:02:18
Username : nexion

Cash Receipt

Mem Ref : Mr TL Test
Trxn Ref : Cash
Trans. ID : 090921150218

AuthId : 004566
Merchant ID : 471035678901234
Terminal ID : 00600021

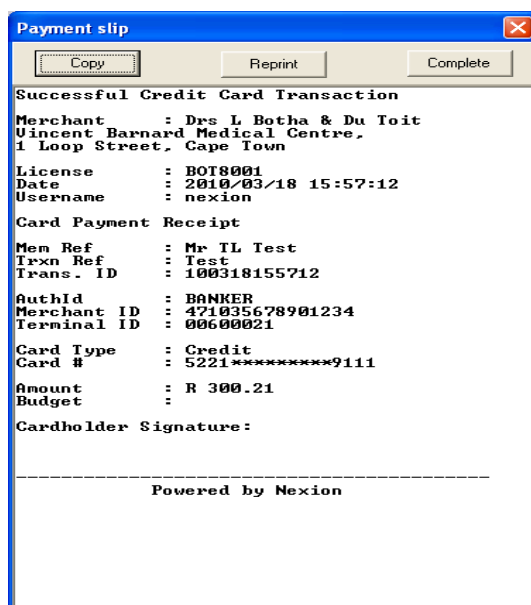
Amount : R 250.21

Powered by Nexion

7. The receipt will also be displayed on your screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 10).

Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 10).



Payment slip

Copy Reprint Complete

Successful Credit Card Transaction

Merchant : Drs L Botha & Du Toit
Vincent Barnard Medical Centre,
1 Loop Street, Cape Town

License : BOT8001
Date : 2010/03/18 15:57:12
Username : nexion

Card Payment Receipt

Mem Ref : Mr TL Test
Trxn Ref : Test
Trans. ID : 100318155712

AuthId : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021

Card Type : Credit
Card # : 5221*****9111

Amount : R 300.21
Budget :

Cardholder Signature :

Powered by Nexion

Integrated Users: Successful transactions will post to patient record at this point

Chapter 6

Processing – EFT or Medical Aid Payments

Nexion allows you to register your EFT and Medical Aid receipts deposited to your bank account. Transactions will reflect on your reports, and assist you in balancing your bank account to your practice management system.

EFT payments are receipted on NEXION on the day they appear on the bank statement,

- Integrated users can simultaneously receipt EFT transactions and post to the practice management solution through the integration module. Unidentified EFT's are receipted using the Nexion standalone module, and posted when they are identified. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.
- Non-integrated users receipt all EFT's using Nexion standalone module. Posting can be done from the receipts OR the submission report. When posting manually take care to post to the date funds were received.

Medical Aid payments are receipted on NEXION on the day they appear on the bank statement,

- For all Users Medical Aid transactions are (bulk)receipted using the Nexion standalone module, and posted when the Medical Aid provides a statement. Unidentified Receipts are filed in the UNALLOCATED file until they are identified and posted manually. When posting manually take care to post to the date funds were received.

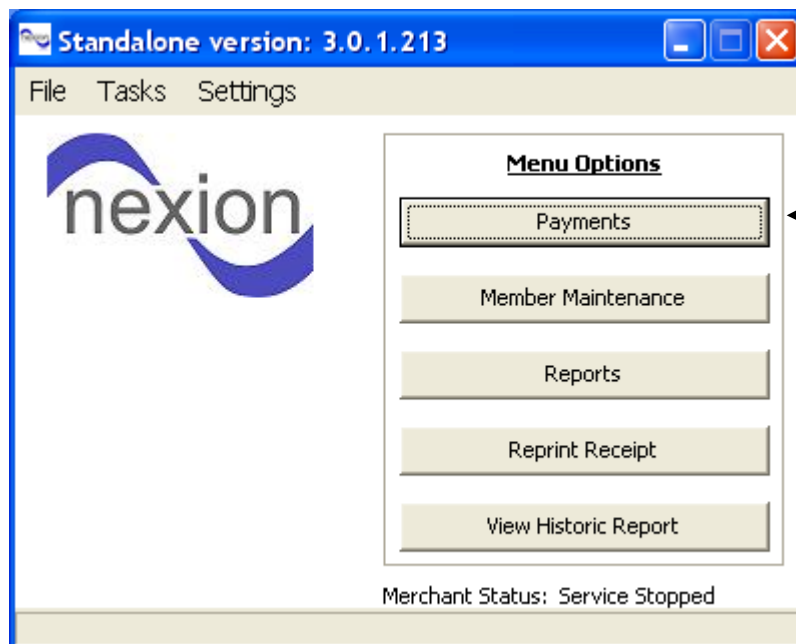
Please Note:

Always ensure that your printer is switched on, and has enough paper.

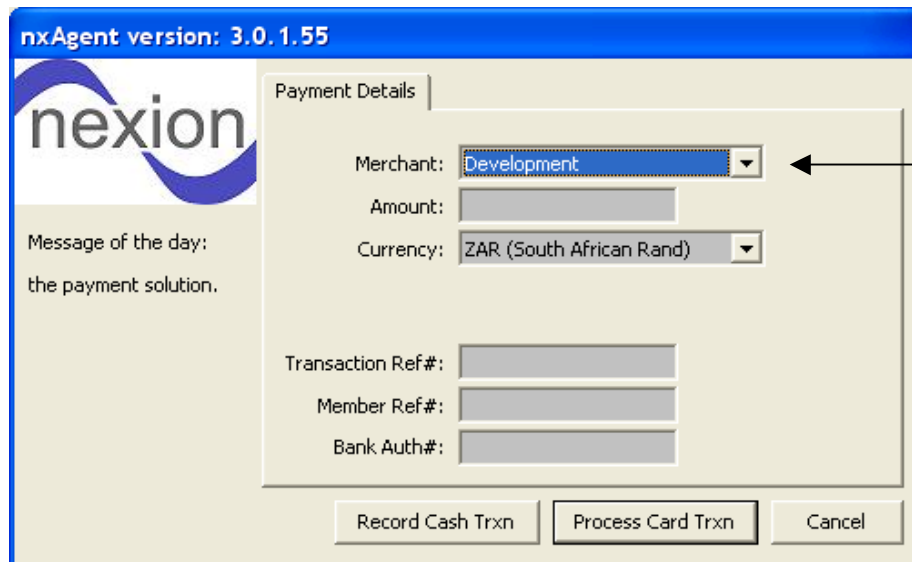
PROCESSING EFT AND MEDICAL AID PAYMENTS

- Standalone Users follow Step 1- 6 to process a card transaction
- Integrated Users will initiate transactions from your Practice Management System (See your relevant appendix for details on how to initiate payments using your Practice Management System) and start using this user manual at step 4 below.
- Nexion is currently integrated with the following Practice Management Systems
Medemass – Elixir
Healthfocus – Eminance
GoodX

1. To initiate a transaction, click on the Payments option.



2. Choose the appropriate merchant to be credited for this transaction from the drop down box. (If only one merchant is registered on your site, drop down will default to the correct merchant.)



3. Type in amount of transaction

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

4. For EFT transactions enter :
- Transaction Ref (This can be an invoice or file number)
 - Member Ref #. (This can be your client's name or Unallocated).
- (These references will allow you to identify the transaction on your reports and reprint receipts).

For Medical Aid transactions

- Transaction Ref Medial aid name
- Member Ref #. Unallocated

(These references will allow you to identify the transaction on your reports and reprint receipts).

Integrated Users start at this point Practice Management System pre-populates the screen (below) for you, you MAY have to select which merchant has to be credited.

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

- **Please note**

The Bank Auth# field info is not required for cash payments.

nxAgent version: 3.0.1.55

nexion

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

5. Click the **Record Cash** button and select the type of cash from the drop down provided.

Cash Type

Please select the type of Cash Payment below.

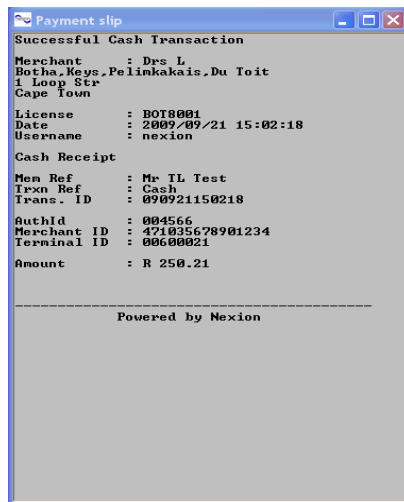
Type:

Cash
Cheque
EFT
Medical Aid

Continue

Select Medical Aid or EFT, click on the continue button.

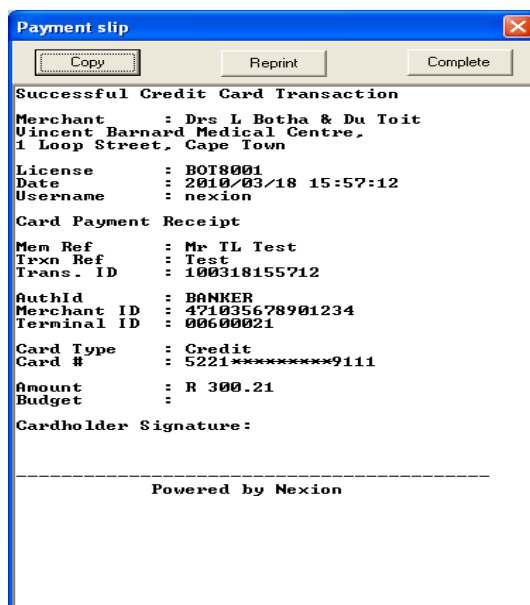
6. At this point two cash receipts (see chapter on receipting for printer settings) will automatically be printed to your default printer.



The receipt will also be displayed on your screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 10).

Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 10).



Integrated Users: Successful transactions will post to patient record at this point

Chapter 7

Adding a new client for Direct Debit (ACB) transactions

Registering a new member (patient) for processing of direct debit transactions

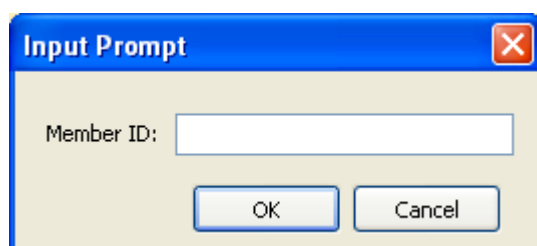
This feature allows you to register your clients for processing of payments by debiting the client's current or savings accounts. In addition it allows you to process payments spread over a predetermined time span. (Up to 18 months)

The member registration form must be completed – see Appendix 1 Page 77

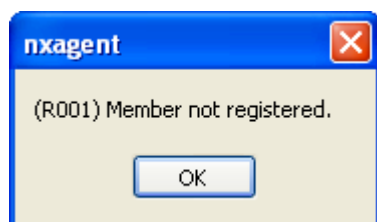
This form along with a copy of the client's ID must be faxed to Nexion 086 654 6016

The first transaction is held in suspense until all information is verified by Nexion.

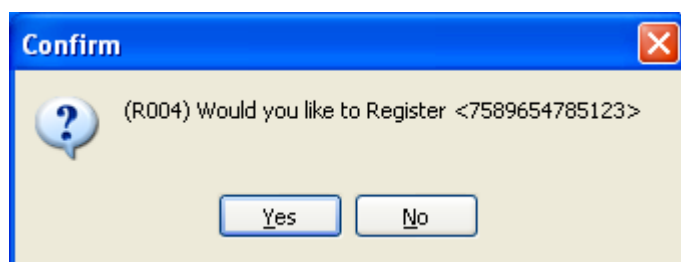
1. From the "Main Menu", select the "Member Maintenance Option". The Input prompt screen will be displayed.

A dialog box titled "Input Prompt" with a blue header bar and a red close button. It contains a label "Member ID:" followed by a text input field. Below the input field are two buttons: "OK" and "Cancel".

2. Insert the 13 digit South African ID number for the new member, or if you want to edit an existing members' information, insert the existing member's ID number. (This facility is only available to South African ID holders)
3. If this is a new member, Nexion will display the following message:

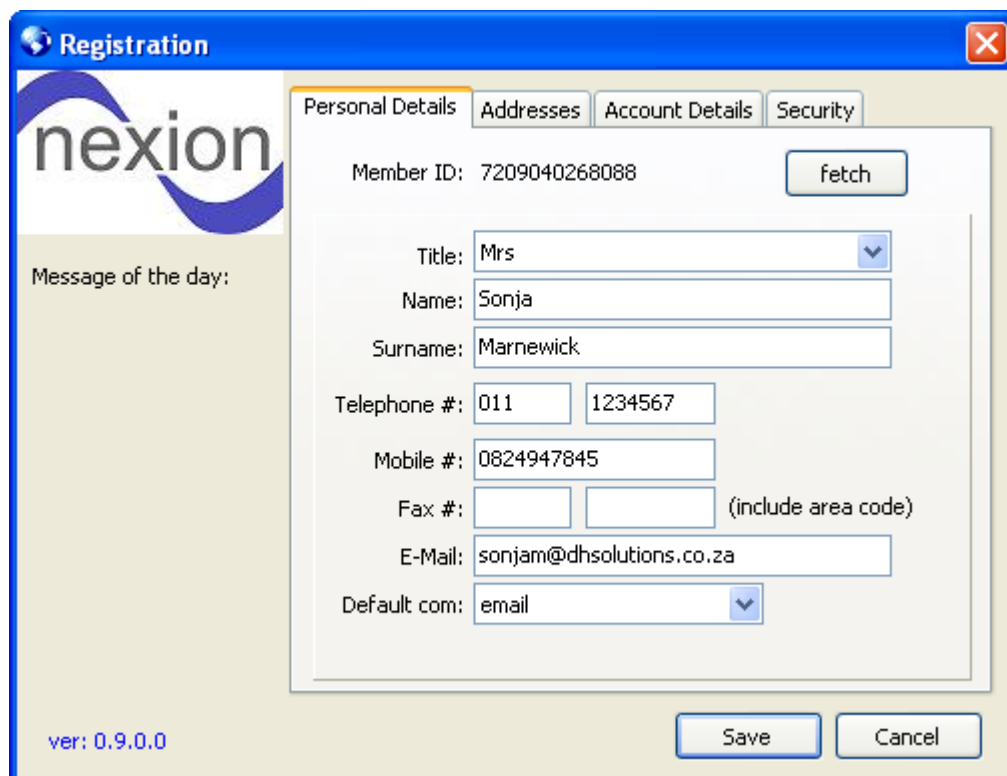
A dialog box titled "nxagent" with a blue header bar and a red close button. It contains the text "(R001) Member not registered." and an "OK" button.

4. If your client is found in the system it means that the client is already registered for direct debit, and payments can be processed without further registration.
5. If client is not already registered, you need to complete the process described below. Click the OK button to continue. Nexion displays a confirmation screen, to confirm that you want to register the new member.

A dialog box titled "Confirm" with a blue header bar and a red close button. It contains a question mark icon and the text "(R004) Would you like to Register <7589654785123>". Below the text are two buttons: "Yes" and "No".

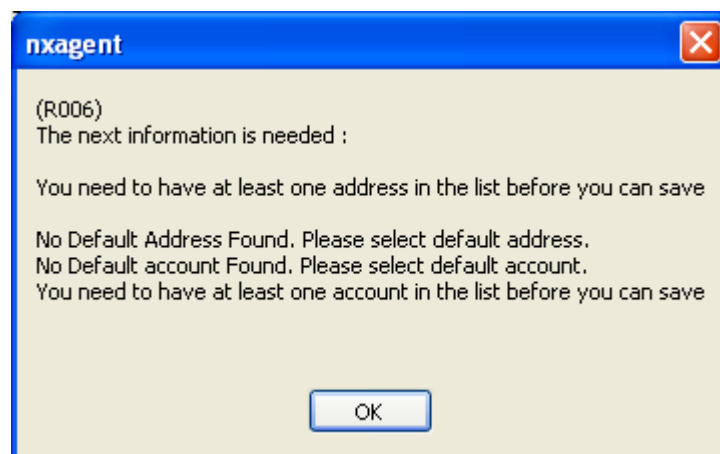
6. If you want to register a new member, click on the "Yes" button. Clicking on the "No" button will exit the screen.

7. When clicking the “Yes” button the Member Registration screen: Personal Details tab is displayed.



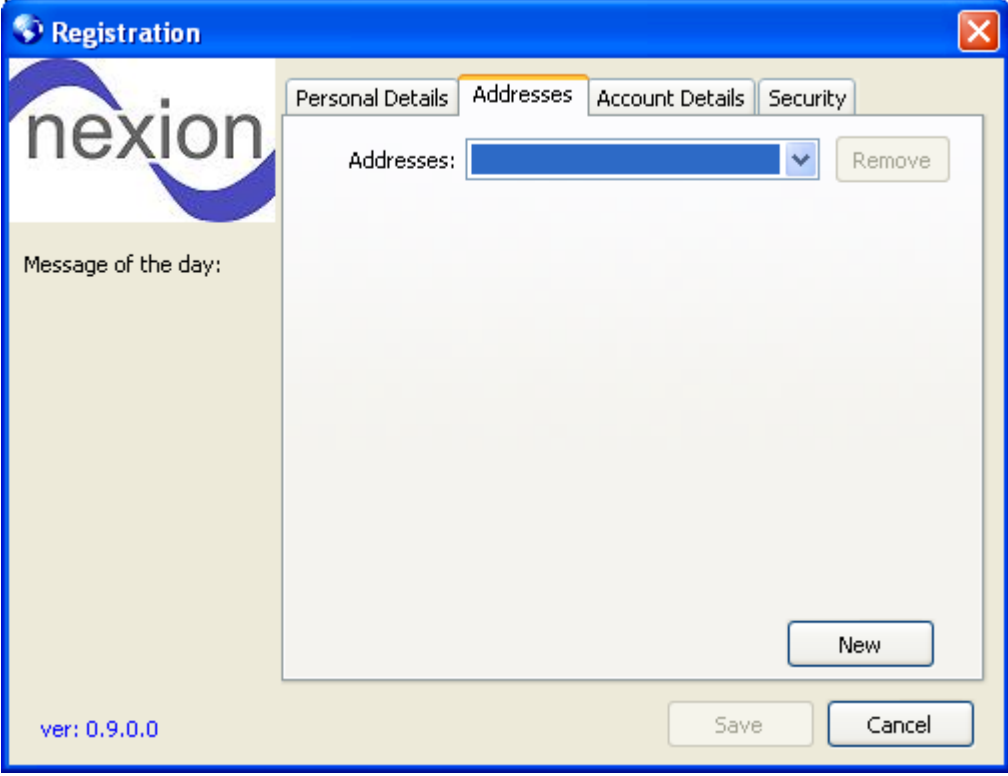
The image shows a software window titled "Registration" with a blue header bar. On the left is the Nexion logo and a "Message of the day:" section. The main area contains a "Personal Details" tab, which is active. Below the tab are several input fields: "Member ID" (7209040268088) with a "fetch" button, "Title" (Mrs), "Name" (Sonja), "Surname" (Marnewick), "Telephone #" (011 1234567), "Mobile #" (0824947845), "Fax #" (empty), "E-Mail" (sonjam@dhsolutions.co.za), and "Default com" (email). At the bottom are "Save" and "Cancel" buttons. The version "ver: 0.9.0.0" is displayed in the bottom left corner.

8. Complete or update the personal details of the patient/member. Once completed, click on the Save button. The nxagent information screen is displayed if all the required fields were not completed. Please carefully read the warnings listed and make a note to capture the omitted fields with the next step.



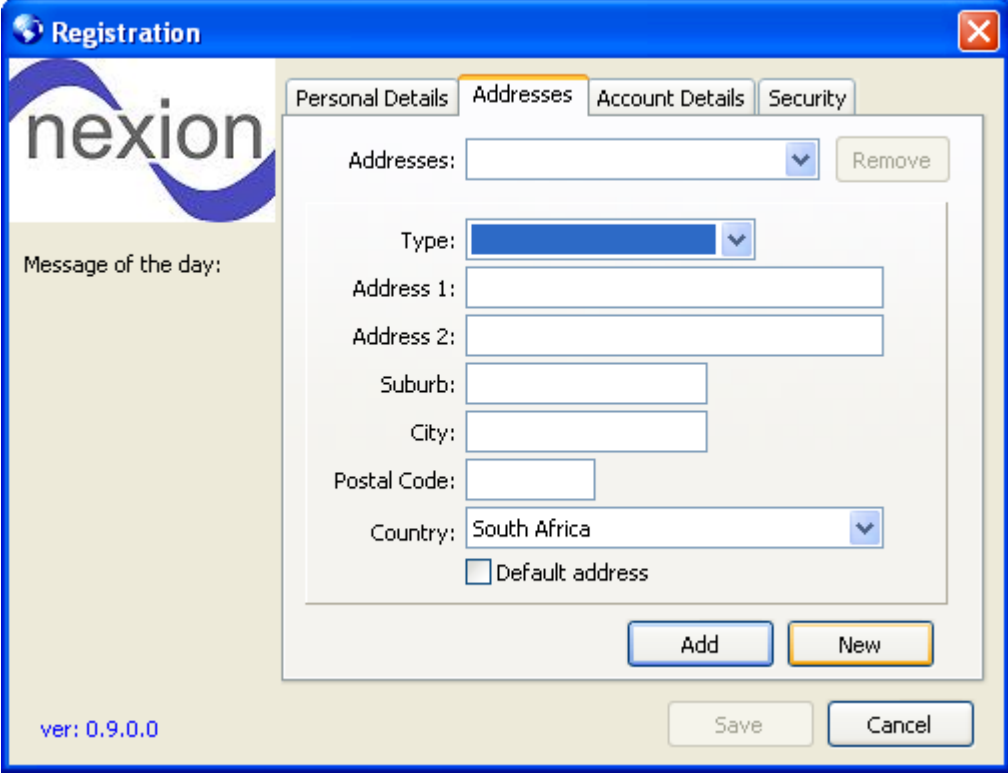
The image shows a dialog box titled "nxagent" with a blue header bar. The text inside reads: "(R006) The next information is needed : You need to have at least one address in the list before you can save No Default Address Found. Please select default address. No Default account Found. Please select default account. You need to have at least one account in the list before you can save". At the bottom is an "OK" button.

- Click on the “OK” button to continue. You will be returned to the Registration screen: Personal Details Tab. Select the address tab to insert Address Details omitted.



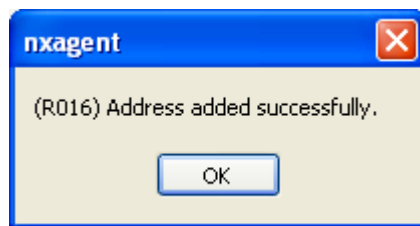
The screenshot shows the 'Registration' window with the 'Addresses' tab selected. The window has a blue header with the 'nexion' logo and a 'Message of the day:' section. The 'Addresses' tab is active, showing a list of addresses (currently empty) with a 'Remove' button. A 'New' button is at the bottom right of the address list. At the bottom of the window are 'Save' and 'Cancel' buttons. The version 'ver: 0.9.0.0' is displayed in the bottom left corner.

- When selecting the Addresses Tab for a new patient, no details will be available. To add a new address to the system, click on the New button. The Address form is displayed.

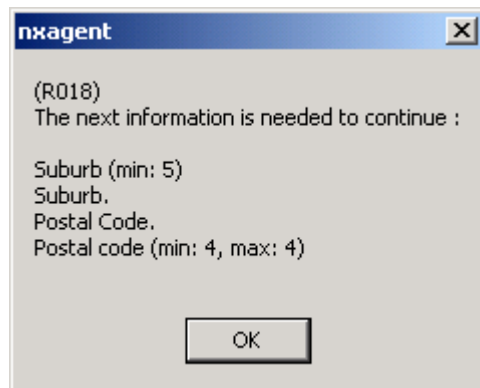


The screenshot shows the 'Registration' window with the 'Addresses' tab selected. The 'New' button has been clicked, and the 'Address form' is displayed. The form includes fields for 'Type', 'Address 1', 'Address 2', 'Suburb', 'City', 'Postal Code', and 'Country' (set to 'South Africa'). There is a checkbox for 'Default address'. 'Add' and 'New' buttons are at the bottom of the form. At the bottom of the window are 'Save' and 'Cancel' buttons. The version 'ver: 0.9.0.0' is displayed in the bottom left corner.

11. Enter the address details of the patient, and click on the “add” button once completed. If the new entry was successful, the system displays the following message:



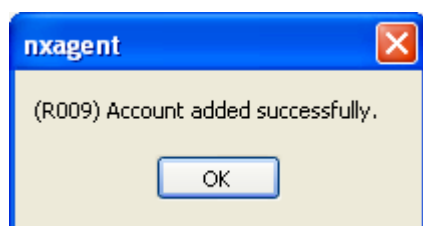
12. If any mandatory fields are missing, the following screen will be displayed:



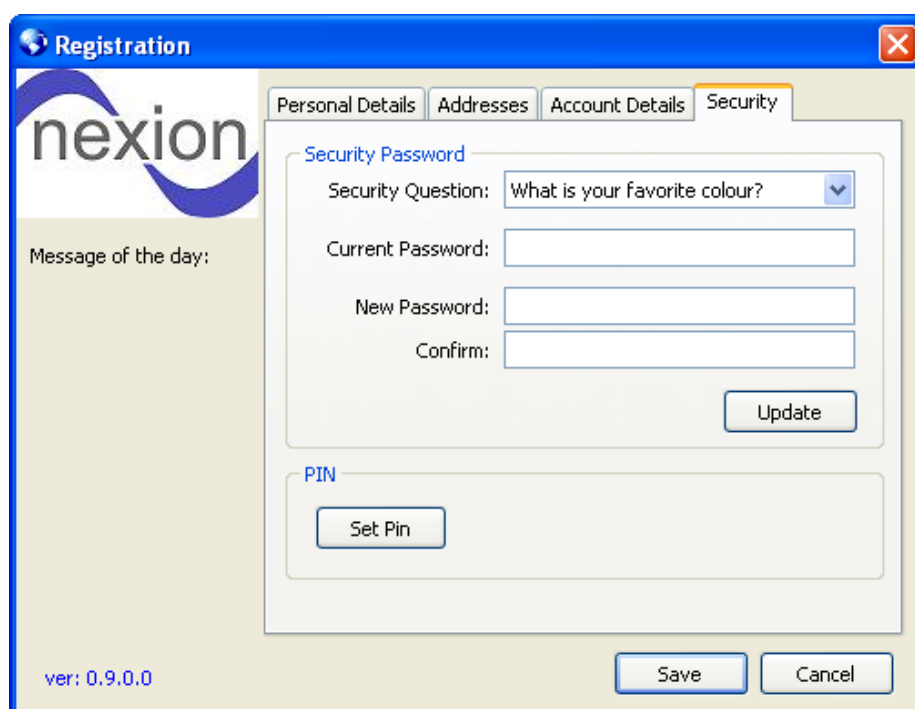
13. Click on the “OK” button to continue with registration.
14. The next step in the registration process is to update the bank account details . Select the Account details tab to continue. When selecting the Account details tab for a new patient, no details will be available. To add new account details to the system, click on the New button. The account details form will be displayed.

A screenshot of the 'Registration' window. The window has a blue header bar with the 'nexion' logo on the left and a red 'X' icon on the right. Below the header is a sidebar with the 'nexion' logo and the text 'Message of the day:'. The main area has four tabs: 'Personal Details', 'Addresses', 'Account Details' (which is selected), and 'Security'. The 'Account Details' tab contains a form with the following fields: 'Accounts:' (a dropdown menu), 'Type:' (a dropdown menu with 'Current' selected), 'Bank Name:' (a text box with 'Standard Bank'), 'Acc holder:' (a text box with 'S Marnewick'), 'Acc #:' (a text box with '013122649'), 'Branch #:' (a text box with '015100'), 'Expiry Date:' (two text boxes for month and year, followed by '(mmyy)'), and 'CVV2:' (a text box). Below these fields is a checkbox labeled 'Default Account' which is checked. At the bottom of the form are two buttons: 'Add' and 'New'. At the bottom of the window are two buttons: 'Save' and 'Cancel'. The version number 'ver: 0.9.0.0' is displayed in the bottom left corner.

15. Enter the account details for the patient. Please note that all account numbers require a minimum and maximum of 11 numeric characters. **If the account number is shorter than 11 digits, add zeroes to the front of the number. ie account number 123456789 should be 00123456789**
16. Click on the “add” button when you are done. If the new entry was successful, the system displays the following message:



17. Click on the OK button to continue with the registration process.
18. To complete the registration process, click on the Registration: Security tab.



19. Select **one** of the predefined security questions from the drop down list.
20. Enter the answer to your security question in the New Password field. Enter the new password again in the confirm field. Click the “Update” button to update the password.
N.B. It is also possible to change your existing security question and password by selecting a new question from the list provided. Enter your Current Password in the field provided and enter your new password in the New Password and Confirm fields provided. Click the “Update” button to save the new password.
21. A confirmation screen is displayed if your password change / update has been accepted.



- 22.** Click on the “OK “button to return to the Security screen. Before exiting this screen ensure you set a new PIN (see the following procedure for setting a new pin)

Setting PIN Numbers (Personal Identity Numbers)

1. Click on the “Set Pin” button

A new window appears

ENTER NEW PIN

2. Enter your new PIN on the terminal and press ENTER (Green Button)

- 3.** A new window appears

VERIFY PIN

Enter the same pin on the terminal and press enter (Green Button)

4. A new confirmation window appears :

PIN CHANGE COMPLETE

5. Click OK to return to the member registration screen.

Chapter 8

Processing a Direct Debit Transaction

Nexion enables you to deduct funds from your debtors saving or cheque account in instalments of up to 18 months. Transactions can be processed on Nexion provided the start date (first transaction) is not later than today and no more than 30 days in the future.

Direct debit transactions are primarily used to collect debt, for recurring payment such as treatment plans and for subscriptions such as contact lens programs.

In order to process a Direct Debit transaction you must first have registered the debit party/ bank account on Nexion, (see previous chapter). You will also need to have a SIGNED direct debit transaction form signed by the ACCOUNTHOLDER on file.

All direct debit transactions are done on the standalone module; payments are posted to the practice management system when they appear on the cash report as successfully paid out, until such time all Future transactions will appear on your reports as status pending.

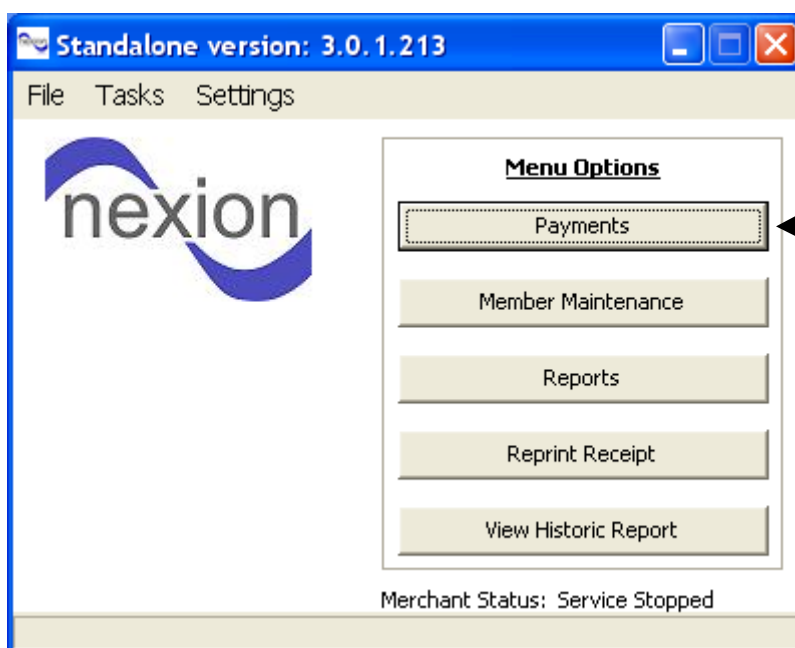
Where an individual transaction/payment fails, Nexion will e-mail notification to you of its failing. You may after consulting debit party instruct us to re-submit a failed transaction by providing a re-submit date.

If a Debit fails three times in a row, we will advise you that future transactions will be removed.

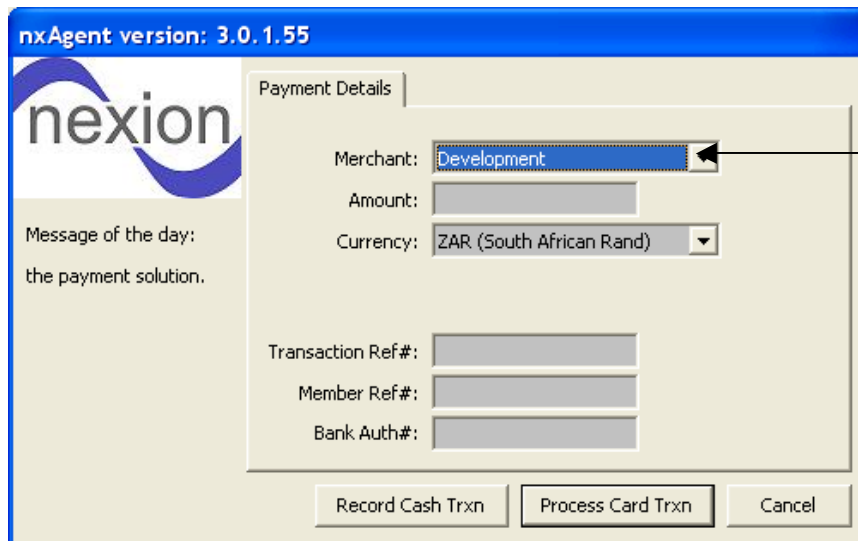
Please Note:

Always ensure that your printer is switched on, and has enough paper.

1. From the "Menu Options" select Payments



2. Choose the appropriate merchant to be credited for this transaction from the drop down box. (If only one merchant is registered on your site; drop down will default to the correct merchant.)



nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount:

Currency: ZAR (South African Rand)

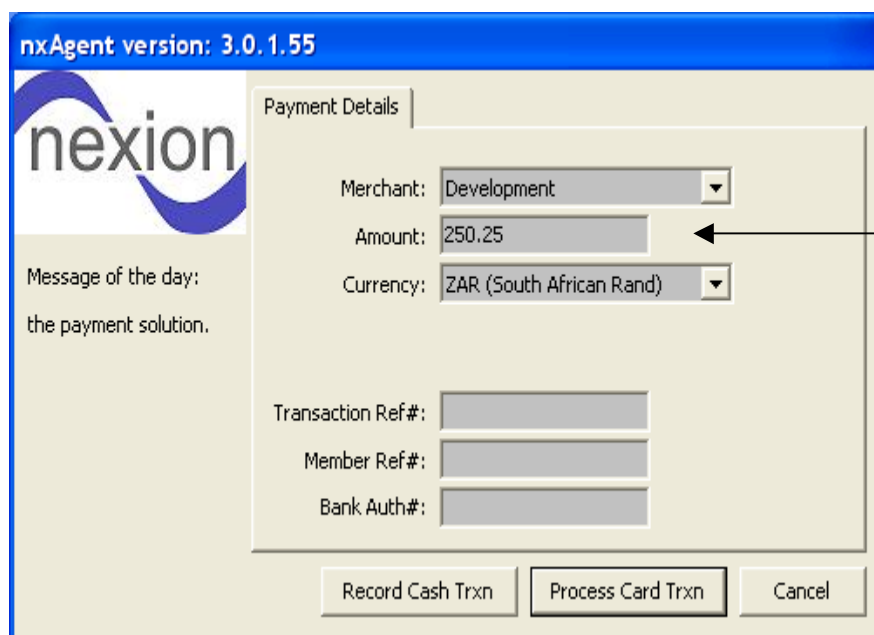
Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

3. Type in amount of transaction.



nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#:

Member Ref#:

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

4. Type in Transaction Ref # (This can be an invoice or file number) and Member Ref #. This can be your client's name. (These references will allow you to identify the transaction on your reports and reprinted receipts)

nxAgent version: 3.0.1.55

Message of the day:
the payment solution.

Payment Details

Merchant: Development

Amount: 250.25

Currency: ZAR (South African Rand)

Transaction Ref#: Deb0071

Member Ref#: Mr J Smith

Bank Auth#:

Record Cash Trxn Process Card Trxn Cancel

5. Click the **Process Card Trxn** button
6. Press cancel on the swipe terminal to proceed with the payment.

Transaction Status

Swipe card or press "cancel" on the pin pad
for manual transaction...

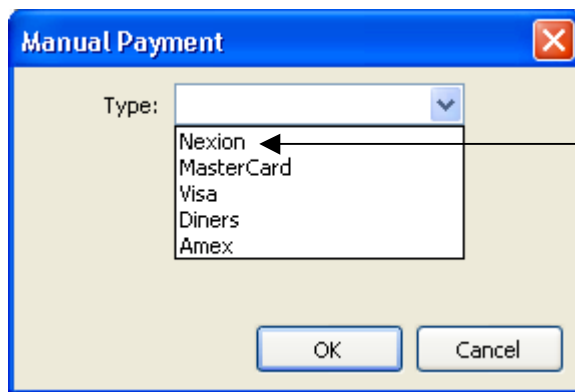
7. Select "Yes" to continue with the payment. If you select "No" you will cancel the transaction process.

Information

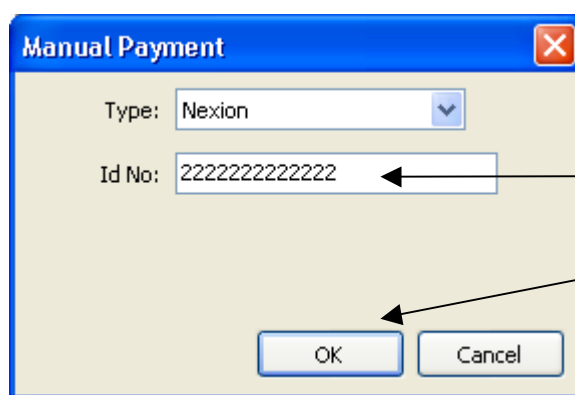
(P009) Manual transaction?

Yes No

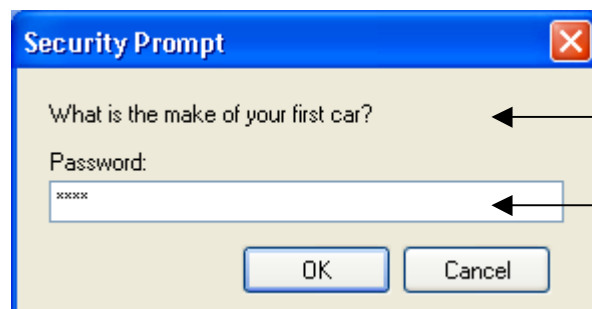
8. Select Nexion from the drop down list provided.



9. Key in the member's ID number in the ID number field and click "OK" to continue.



10. On the Security Prompt screen, type the answer to the security question and click OK to continue.



11. You will be prompted on the terminal to select an account type:
Select option 4 NEXION
12. Confirm the transaction amount by pressing the enter key on the pay point terminal.
13. The Client must key in their secret PIN number on the terminal and confirm by pressing the Enter key.

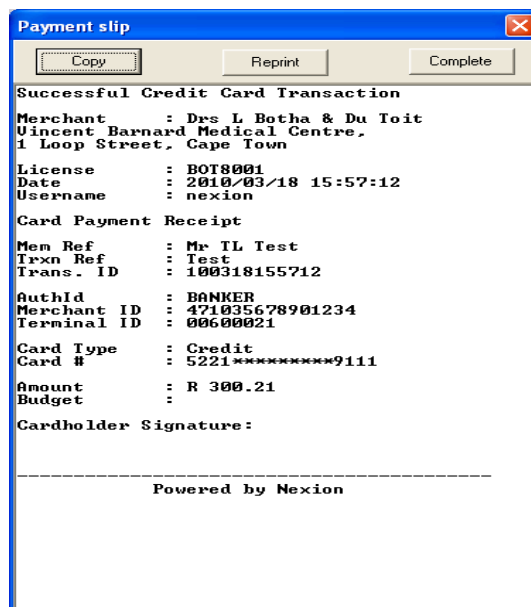
14. The following screen is displayed:

15. Select a registered account from the drop down box the client would like to have debited. Nexion displays account type (current or savings) as well as the last four digits of the account number. Select the chosen account.
16. Insert the period (amount of months the transaction amount will be spread over). In the case of selecting 1, the entire amount will be debited in one transaction.
17. Choose a starting date for the transaction (date the first debit will be made), all subsequent payments will be deducted on the same day of the month (cycle date). (Note that if this date is a weekend or holiday the system will debit the account on the next bank date).
18. Click on the Process button to process the transaction.
19. At this point the transaction will be processed and the result displayed on the terminal by means of an accepted or declined message.
See page 43 for instructions on declined transactions.
20. Regardless of the status of the transaction, two receipts will automatically be printed to your default printer.

21. The receipt will also be displayed on your screen, to finalize the transaction click on “Complete”.

Clicking on “Copy” will create a copy of the receipt for pasting to a file (see Chapter 10).

Clicking on “Reprint” will reprint the receipts. In case of printer malfunction (see Chapter 10).



The screenshot shows a window titled "Payment slip" with a close button in the top right corner. Below the title bar are three buttons: "Copy", "Reprint", and "Complete". The main content area displays the following text:

Successful Credit Card Transaction
Merchant : Drs L Botha & Du Toit
Vincent Barnard Medical Centre,
1 Loop Street, Cape Town
License : BOT8001
Date : 2010/03/18 15:57:12
Username : nexion
Card Payment Receipt
Mem Ref : Mr TL Test
Trxn Ref : Test
Trans. ID : 100318155712
AuthId : BANKER
Merchant ID : 471035678901234
Terminal ID : 00600021
Card Type : Credit
Card # : 5221*****9111
Amount : R 300.21
Budget :
Cardholder Signature :

Powered by Nexion

Integrated users: Successful transactions will post to patient record at this point.

Chapter 9

Processing Exceptions

Cancelling a transaction prior to receipt being printed

Once you have started a transaction and for any reason you would need to cancel the transaction, simply click on the Cancel button on the Payment screen or the Cancel button on the terminal if you have already swiped the card.

What to do if you have a power failure

In case of a power failure and you do NOT have a surge protector, UNPLUG/ TURN OFF THE PLUG your terminal is plugged into, when the power comes back on power surges could damage the software on your terminal.

Edit Request Form – Correcting a Cash/Cheque/EFT/Medical Aid receipt

In order to correct an error made while receipting one of the above transaction types, issue a corrected receipt and submit an EDIT REQUEST FORM, signed by the authorized signatory to have the erroneous one removed. If you are an integrated user make sure to journalize the duplicate receipt.

Refunding Credit Card Transactions

To refund a card transaction (ONLY credit cards can be refunded, debit cards cannot be refunded) submit the credit card reversal/refund form to Nexion, we can only refund the SAME card as the original transaction, and we do need the authorization from the authorized signatory.

Manual Credit Card Transactions

Should the system be down for whatever reason – Manual **CREDIT CARD** transactions can be processed by completing the manual transaction form (Appendix 2 Page 78) and faxing it through to 086 654 6236. Only manual credit card transactions can be processed. **Debit Card and ACB (Direct Debit) transactions cannot be processed manually as a PIN is required.**

Transaction Declined Error Codes when Processing Cards

If a card transaction declines, the code on the declined receipt will indicate the reason for the transaction being declined. Your quick links guide has a table enabling you to determine the cause of the failure and to reprocess if an error was made.

Common errors are:

- Code 01 – Call Nexion or number on back of card for a manual authorization.
- Code 55 – Incorrect Pin
- Code 51 – Insufficient Funds – Try a lower amount or select a budget period
- Code 14 – Processed as incorrect card type.

Chapter 10

Receipts

Nexion creates a different receipt for each transaction type (Card, Cash, Cheque, Medical Aid, EFT and Stop Orders). These receipts replace all your manual processes and are captured onto your Nexion reports for ease of reconciliation.

Please Note:

Your Nexion receipts are preconfigured to your specification prior to Installation. Should you require your receipt information to change please contact the Nexion Technical Help Desk to arrange an update on 0861 NEXION (639 466)

Please Note:

It is mandatory to retain on file a signed copy of all Card and Stop Order receipts in case of a bank chargeback or reversal enquiry.

A bank chargeback is when a cardholder queries the transacted amount on their card, if you cannot produce a signed receipt, or in the case of a manual transaction an imprint of the card and an authorizing signature the transaction will be charged back to the cardholder.

A Reversal is when your patient/ client reverses the agreed upon stop order debit amount. Should this be the case, the bank will require proof of the transaction by means of a signed copy of the receipt. In case of a manual transaction, a copy of the signed Manual Credit Card Transaction form with a frank of the card is required. Nexion will contact you for the signed copy of the receipt if it is required.

Please Note:

Nexion generates a receipt on completion of a successful transaction, and (optionally) a receipt for a declined transaction. A declined transaction means that the payment was not processed successfully and that no funds were/or will be received

Nexion Receipt Layout:

Desktop Printed Receipt	
	Transaction Type & Status
Successful Credit Card Transaction	
Merchant : Dr L Botha	Licensee Information
1 Loop Str	
Cape Town	
License : BOT8001	Date, Time and User of transaction
Date : 2009/03/17 16:54:41	Type of payment received
Username : nexion	
Card Payment Receipt	
Mem Ref : rec x2	Transaction particulars
Trxn Ref : tst	
Trans. ID : 090317165441	Bank authorisations and validation
AuthId : BANKER	
Merchant ID : 471035678901234	Payment particulars
Terminal ID : 05471035	
Card Type : Credit	
Card # : 4923*****6636	
Amount : R 1,122.00	
Budget :	
I agree to pay this amount as per my cardholder agreement	
Cardholder Signature.....	

Processed by Concorde Solutions	
Powered by Nexion	

Client consent

Sample Card Receipt (Visa, Master Card, American Express and Debit Card) –

Nexion will provide 2 receipts for a successful card transaction (see note above)

- (1) To be signed by cardholder and to be kept on file by merchant
- (2) Copy for cardholder

Successful

Successful Credit Card Transaction

Merchant : Dr L Williams & Partners
6 Gold Street, Northgate Business Park
Vsterplaas

License : WILGR07405102210181
Date : 2009/11/06 13:20:47
Username : Lester

Card Payment Receipt

Men Ref : 00589
Trxn Ref : consultation
Trans. ID : 091106132047

AuthId : B0MKER
Merchant ID : 471035100445566
Terminal ID : 22345672

Card Type : Credit
Card # : 5221*****9111

Amount : R 450.00
Budget :

I agree to pay this amount as per my
cardholder agreement

Cardholder Signature.....

Powered by Nexion

Declined

Declined Credit Card Transaction

Merchant : Dr L Williams & Partners
6 Gold Street, Northgate Business Park
Vsterplaas

License : WILGR07405102210181
Date : 2009/11/06 11:03:19
Username : Lester

Transaction Declined

Men Ref : 00589
Trxn Ref : consultation
Trans. ID : 091106110319

AuthId : 05
Merchant ID : 471035100445566
Terminal ID : 22345672

Card Type : Credit
Card # : 5221*****9111

Amount : R 250.50
Budget :

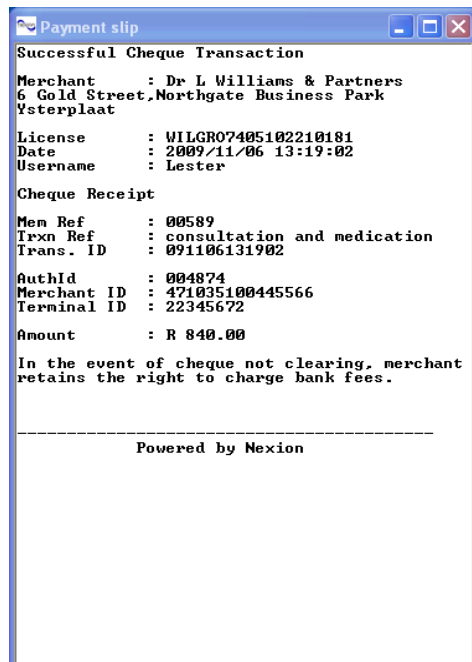
Powered by Nexion

See Quick links Guide (chap 14 page 73) for details of various declined reasons/codes

Note – Ensure that the cardholder signs one copy, and that you verify the signature on the back of the card. Keep the signed receipt on file in case of a chargeback enquiry from bank.

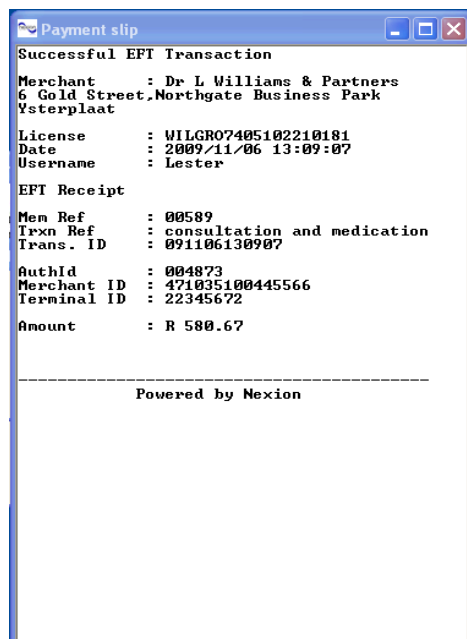
Sample Cash Receipt (Cash & Cheque)

Successful



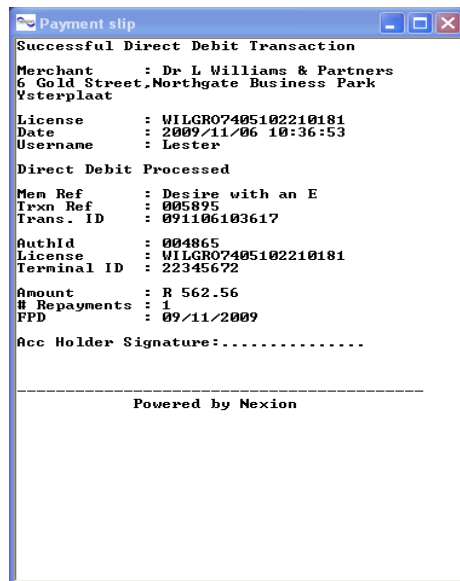
Sample Bank Receipt = Medical Aid & EFT

Successful

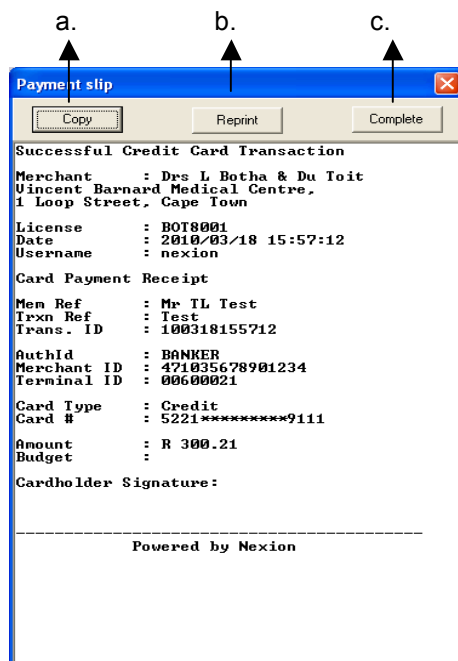


Sample Stop Order Receipt = Stop Order

Successful



A preview of the receipt will appear on your screen and it will appear as follows :



- a. Copy : A copy of the receipt will be saved to the clipboard and can be pasted in any application such as Word, Excel, Notepad or even Outlook.
- b. Reprint : Allows the user to reprint the current receipt in case of a printer malfunction such as power off; no paper; no ink etc...
- c. Complete : The "Complete" button is used to end the transaction process.

Integrated users: Successful transactions will post to patient record at this point.

Printing

Nexion uses 2 types of printers to print receipts, a thermal printer and a desktop (default) printer.

Please Note:

Nexion supports the following thermal printers:

- 1.) Epson TMT88IV thermal printer with auto cut
Till Roll size: 790mm X 790mm
- 2.) Posiflex PP7000II thermal printer with auto cut
Till Roll size: 790mm X 790mm

For further information on purchasing a thermal printer please contact Nexion on (+27) 21 510 0240

Thermal Printer

The thermal printer is an inkless printing system that prints on thermal till roll paper, similar to the way fax paper is printed on. A thermal printer provides you with a paper conscious alternative to desktop A4 size printing. When using a thermal printer solution only receipts are printed to this printer and reports are printed on your default desktop printer.

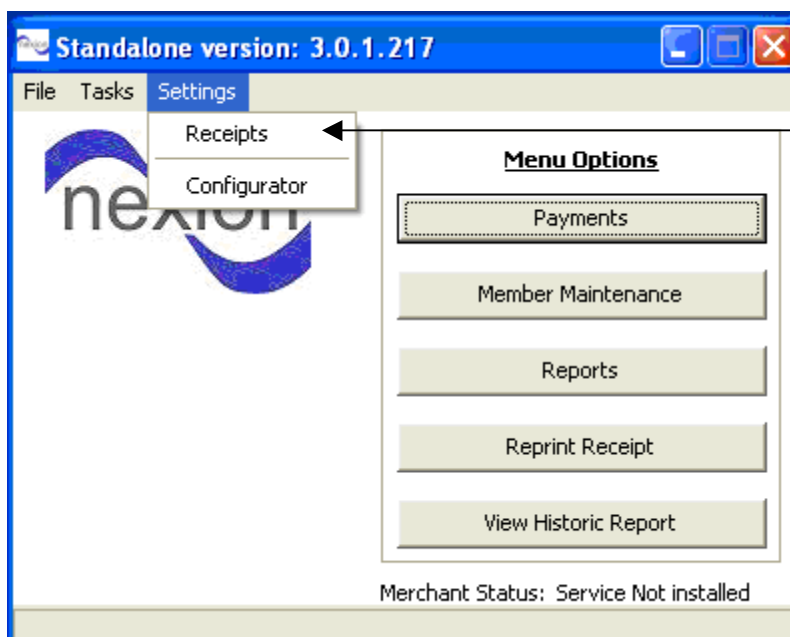
Desktop Printer

The desktop printer uses ink or toner to print onto an A4 size paper. This is usually attached to your computer via USB or Network point and is usually set as your default printer.

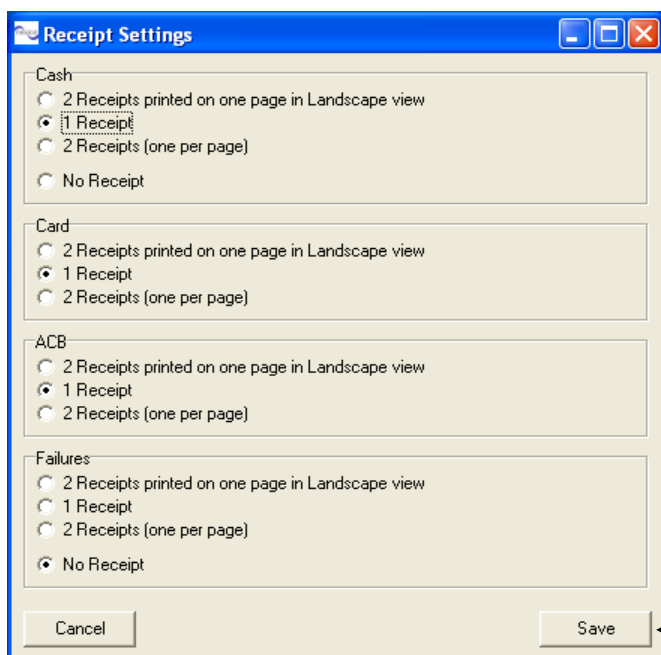
Setup options for a desktop/default printer number of receipts

Nexion allows you to configure the default number of receipts printer.
The options are as follows:

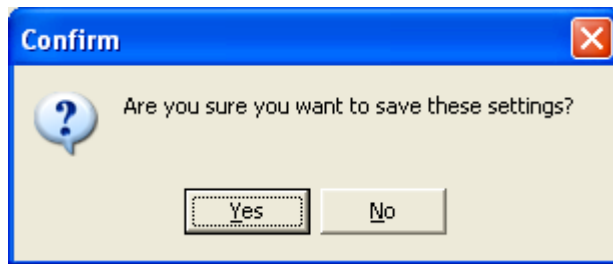
1. From the “Main Menu Options”, select the “Settings” option and then select “Receipts”



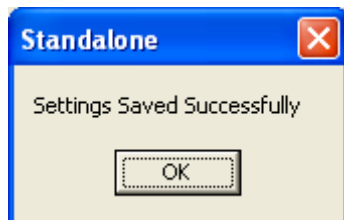
2. The Receipt Settings screen is now displayed with all the various options, please select according to the printing solution you have installed



3. Once your selections have been made click on Save.
4. A confirmation screen will appear prompting you for a yes or no answer. Selecting "Yes" means you want to save the changes made for the Receipt options. Selecting "No" means you don't want to save the changes



5. Once you have confirmed with a "Yes" the following Standalone will appear.



6. Click "OK" and you will return to the "Main Menu Options".

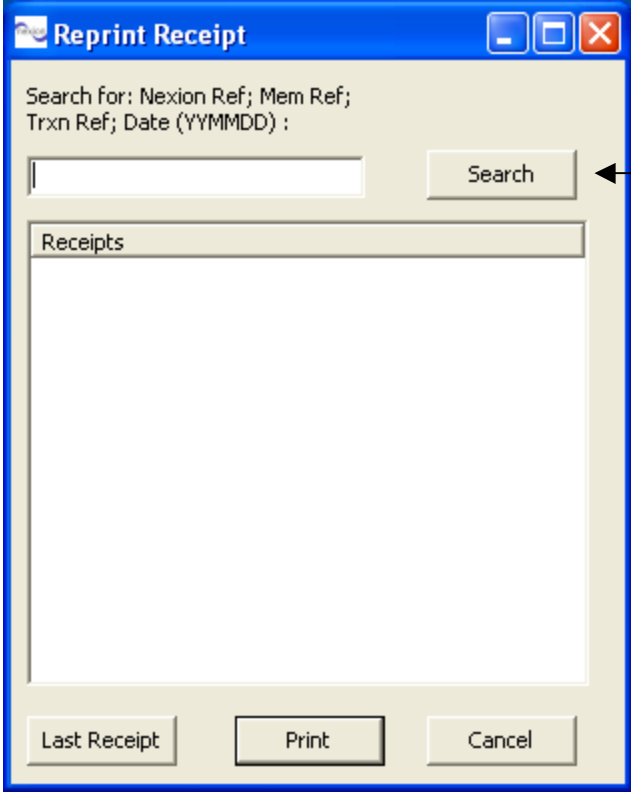
Reprinting a receipt

To reprint a previously processed receipt

1. Select the "Reprint Receipt" Option from the Nexion "Main Menu" Options

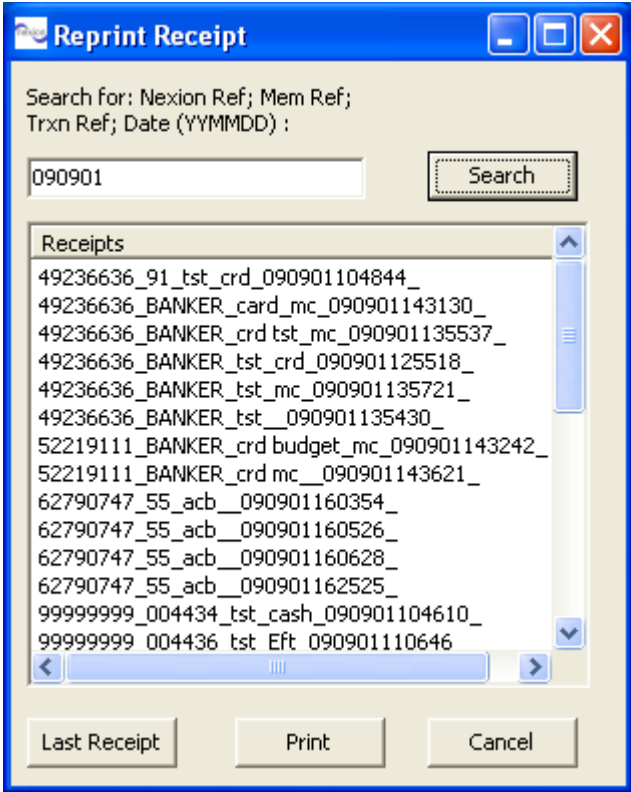


2. Enter the Member, Transaction, Nexion References or Date using the following format (YYMMDD) and click "Search"



The 'Reprint Receipt' dialog box has a blue title bar with standard window controls. Below the title bar, it contains a search section with the text 'Search for: Nexion Ref; Mem Ref; Trxn Ref; Date (YYMMDD) :'. This is followed by a text input field and a 'Search' button. An arrow points to the 'Search' button. Below the search section is a large, empty rectangular area labeled 'Receipts'. At the bottom of the dialog are three buttons: 'Last Receipt', 'Print', and 'Cancel'.

3. Select the required receipt from the query list returned and click print



This screenshot shows the 'Reprint Receipt' dialog box with the search field containing '090901' and the 'Search' button highlighted. The 'Receipts' list is now populated with the following items:
49236636_91_tst_crd_090901104844_
49236636_BANKER_card_mc_090901143130_
49236636_BANKER_crd tst_mc_090901135537_
49236636_BANKER_tst_crd_090901125518_
49236636_BANKER_tst_mc_090901135721_
49236636_BANKER_tst_090901135430_
52219111_BANKER_crd budget_mc_090901143242_
52219111_BANKER_crd mc_090901143621_
62790747_55_acb_090901160354_
62790747_55_acb_090901160526_
62790747_55_acb_090901160628_
62790747_55_acb_090901162525_
99999999_004434_tst_cash_090901104610_
99999999_004436_tst Eft 090901110646
The list has a vertical scrollbar on the right and a horizontal scrollbar at the bottom. The 'Print' button is now the primary action.

4. The selected receipt will preview on your desktop and you will be able to print the selected receipt from the reader which is provided when we install Nexion.

5. When ready to print the selected receipt click on the print icon & then you click on “OK” to start the printing process. (Printing see chap 11 page 68)

Chapter 11

Reporting

Report Types

Nexion provides you with 2 reports

- A. Submission Report** – Balance to debtor/practice management system
- B. Cash Report** – Balance to bank accounts

A: Submission Report:

This report allows you to view transactions submitted to NEXION for a date (or within a date range) selected. The submission report is used to reconcile daily receipts to your debtor/practice management system as well as to determine the status on specific transactions.

Uses:

- Reconcile & Balance debtor/practice management system
- Identify Transaction Status
- Identify processed stop order transactions
- Post transactions to Practice Management System for standalone clients

B: Cash Report

This report allows you to view transactions deposited into your nominated account for the date (or within the date range) selected.

The cash report is used to obtain transaction level detail on your bank account statement. This will make reconciliation of Nexion deposits much easier. Historical cash flow or future cash flow can also be monitored using this report.

Uses:

- Reconcile Nexion Deposits to your Bank account
- Reconcile Daily Cash-up & Deposits to your Bank Account
- Reconcile EFT deposits
- Reconcile Bulk Medical Aid deposits

Reporting Format

The Cash and Submission report is generated in an excel format.

These are named using a unique file naming format for ease of identification and Saving/Filing.

E.g.:

NX_080701_080731_CashA_All_BOTPMX-807010731-E.xls

NX	= Nexion
080701	= Date from
080731	= Date Too
CashA	= Report type & Sequence if applicable
All	= Group
BOTPMX	= Licensee
807010731	= Date & Time
E & NXX	= Editable or Non Editable request

Nexion will generate a file for each profit centre/doctor and also generate a summary file where you have selected multiple or All doctors when generating a report.

Reports will be saved to C:/Nexion Reports directory and can be retrieved at your convenience using the “View Historic Report” function.

Reporting Introduction

Nexion reports are generated by specifying required criteria and can be further narrowed using optional criteria.

Reports are automatically saved by Nexion and can be accessed using the Historical Reports function.

Criteria fall into 3 categories:

- Required field must be selected
- Optional field can be used to further narrow down the search
- Formatting field can be used to format the report

Example:

The screenshot shows the 'Nexion - Report Criteria' dialog box. It has a title bar with a close button. The dialog is divided into three main sections: Required Fields, Optional Fields, and Formatting Fields. The Required Fields section includes Report Type (Submission), Date from (10/ 7/2009), Date to (10/ 7/2009), Transaction type (All), and Licensee (All). The Optional Fields section includes Member Ref, Transaction Ref, and Nexion Ref. The Formatting Fields section includes Format (Non -Editable (Legit)). There are checkboxes for 'Summary Only' and 'Automatically Open', and buttons for 'Cancel' and 'Generate'.

Required fields

In order to generate a report specify the required information

- Type of report either a "Cash" or "Submission" report
- Date Range - Date "from" & Date "to"
- Transaction type – All - All transaction types
 - Bank - E.F.T and Medical Aid only
 - Cash - Cash and cheque transactions only
 - Card - Card transactions only
 - Debit Orders - Direct debits only
 - Failed - Failed transactions only
- Licensee - Single Doctor/Profit Centre or All if there are Multiple Doctors/Profit Centres

Optional fields

To narrow the search even further by specifying optional data

- Member Reference – to select a specific debtor number within a date range
- Transaction Reference – to select a specific name within a date range
- Nexion Reference – to select a specific receipt within a date range

Formatting of Reports

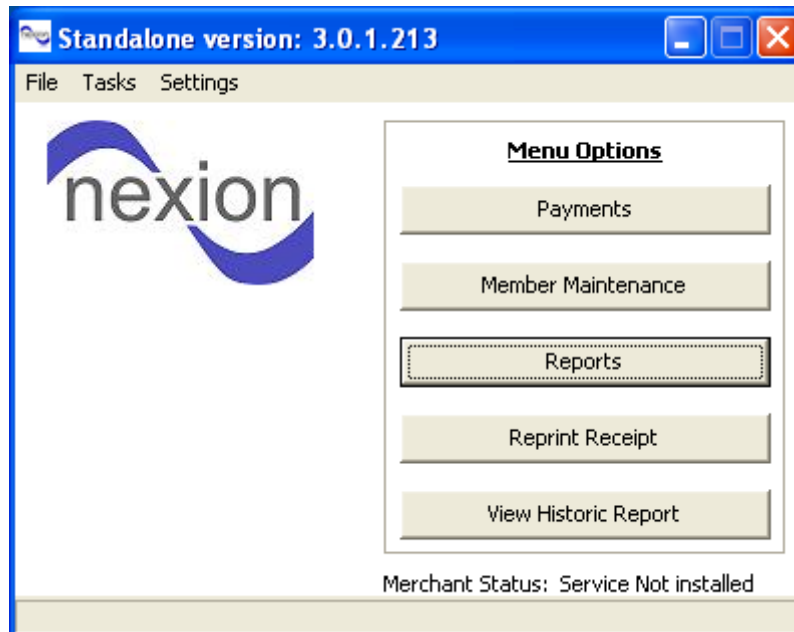
To select the desired type of report use the following selection

- Editable or Non – Editable Versions – To view either an Editable or Non-Editable report
- Summary Only – To view only the summary detail tab
- Automatically Open – To automatically open the report when you select “Generate”

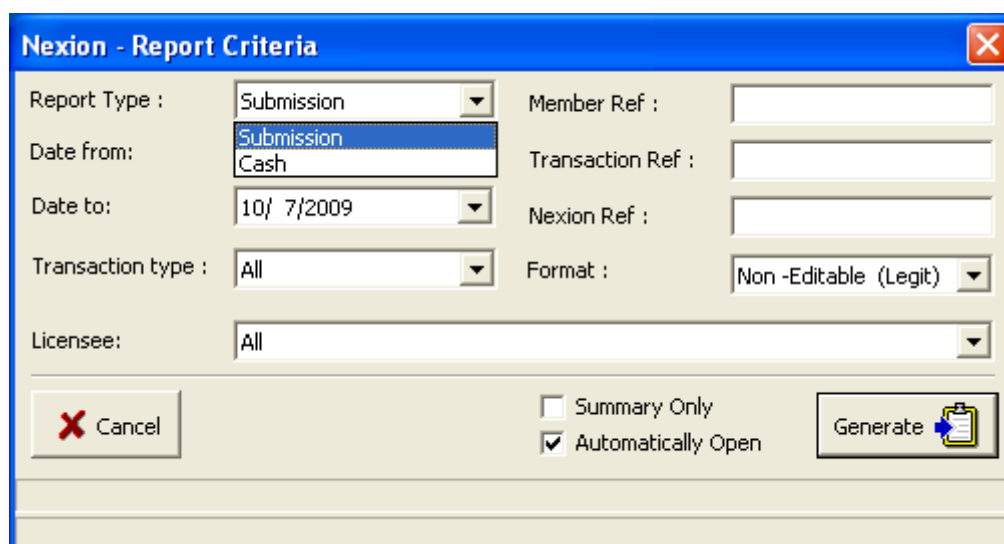
Generating a Report

To generate a new Nexion report:

1. From the Nexion “Main Menu” select Reports



2. Select “Report Type” either Submission or Cash



Report Type :	Submission	Member Ref :	
Date from:	Submission	Transaction Ref :	
	Cash	Nexion Ref :	
Date to:	10/ 7/2009	Format :	Non -Editable (Legit)
Transaction type :	All	Licensee:	All
X Cancel		☐ Summary Only	
		☒ Automatically Open	
		Generate	

3. Select “Date from” for report

Nexion - Report Criteria

Report Type : Submission Member Ref :

Date from: 10/ 7/2009 Transaction Ref :

Date to: **October, 2009** Nexion Ref :

Transaction type : Non-Editable (Legit)

Licensee:

Summary Only Automatically Open

Generate

Cancel

Today: 10/7/2009

4. Select "Date To" for report

Nexion - Report Criteria

Report Type : Submission Member Ref :

Date from: 10/ 7/2009 Transaction Ref :

Date to: 10/ 7/2009 Nexion Ref :

Transaction type : Non-Editable (Legit)

Licensee:

Summary Only Automatically Open

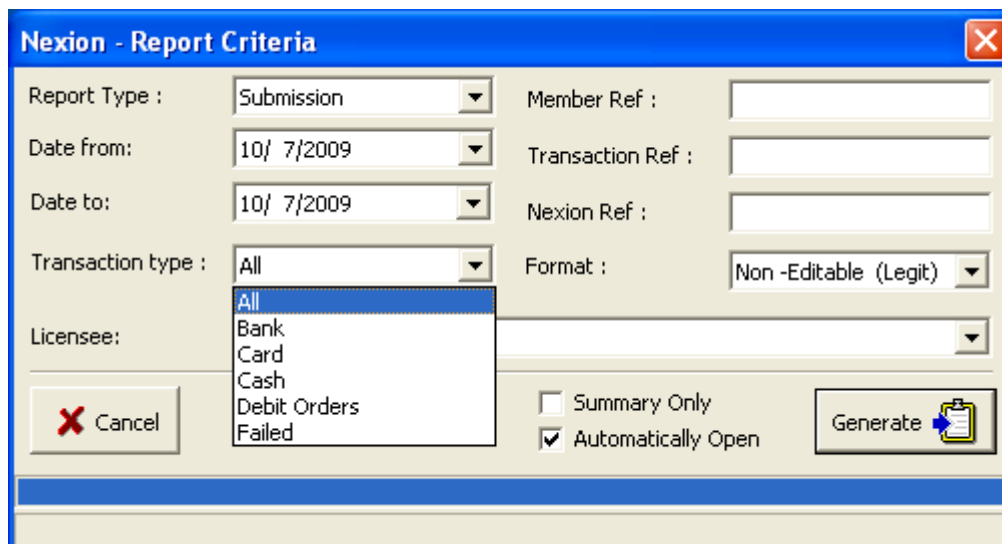
Generate

Cancel

Today: 10/7/2009

Note: If you leave the date field blank and select "OK" the report will default to today's date

5. Select the "Transaction Type" to appear on report



Nexion - Report Criteria

Report Type : Submission

Date from: 10/ 7/2009

Date to: 10/ 7/2009

Transaction type : All

Licensee: All
Bank
Card
Cash
Debit Orders
Failed

Member Ref :

Transaction Ref :

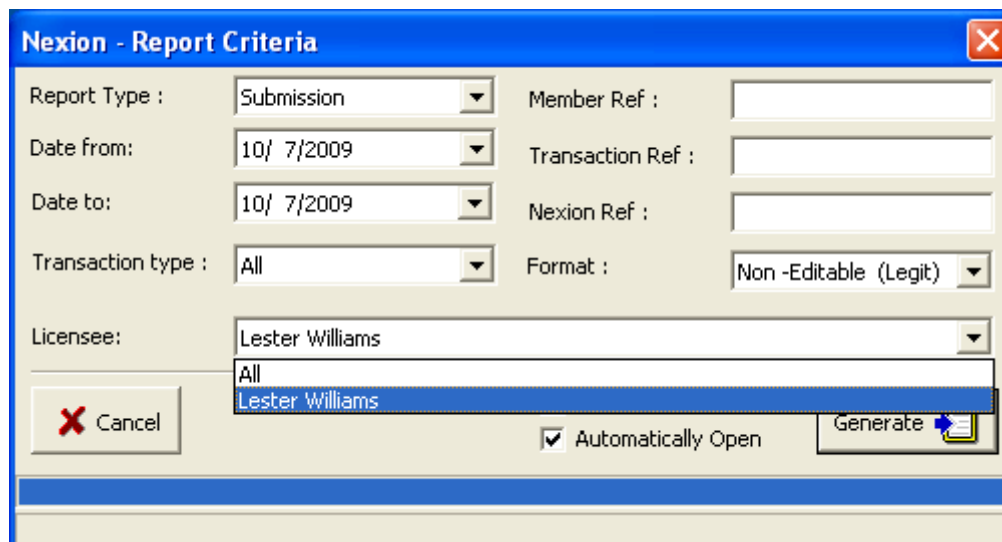
Nexion Ref :

Format : Non -Editable (Legit)

☐ Summary Only

☒ Automatically Open

6. Select a specific Licensee or All if there are multiple Licensees in a group



Nexion - Report Criteria

Report Type : Submission

Date from: 10/ 7/2009

Date to: 10/ 7/2009

Transaction type : All

Licensee: Lester Williams
All
Lester Williams

Member Ref :

Transaction Ref :

Nexion Ref :

Format : Non -Editable (Legit)

☒ Automatically Open

7. Select "Generate" once all fields have been selected

Nexion - Report Criteria

Report Type : Submission

Date from: 10/ 7/2009

Date to: 10/ 7/2009

Transaction type : All

Licensee: All

Member Ref :

Transaction Ref :

Nexion Ref :

Format : Non -Editable (Legit)

☐ Summary Only

☒ Automatically Open

NOTE: If no data is found for the selected date range you will receive an error message informing you about it.
A specific date has to be selected in both the “from/to” date.

The following are “Optional Fields”

To further filter/narrow a specific transaction do the following:

1. Select Member Ref for a specific member's file number or a specific member's transaction during the selected date range.

Nexion - Report Criteria

Report Type : Submission

Date from: 10/20/2009

Date to: 10/20/2009

Transaction type : All

Licensee: All

Member Ref : 001245

Transaction Ref :

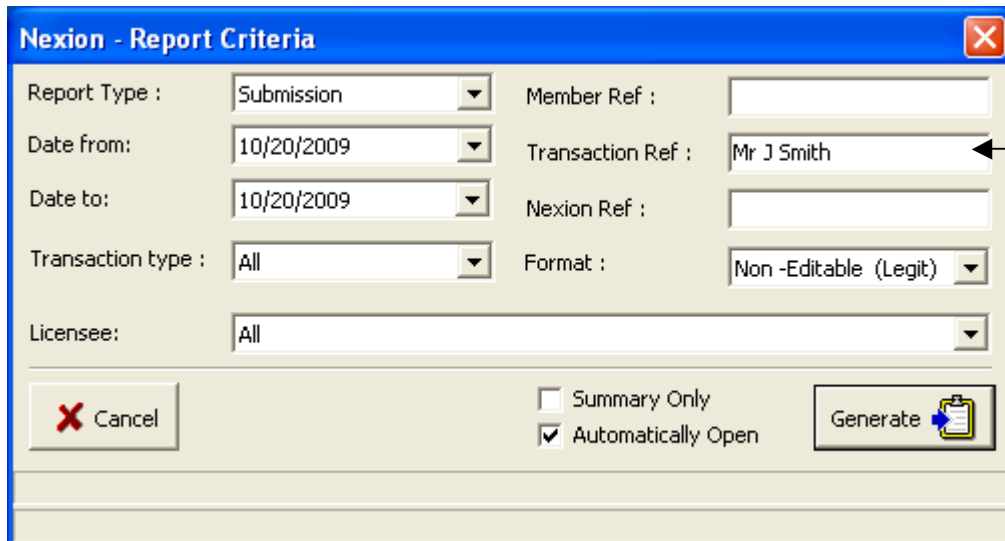
Nexion Ref :

Format : Non -Editable (Legit)

☐ Summary Only

☒ Automatically Open

2. Select Transaction Ref for a specific member/patient or a specific member/patient transaction during the selected date range.



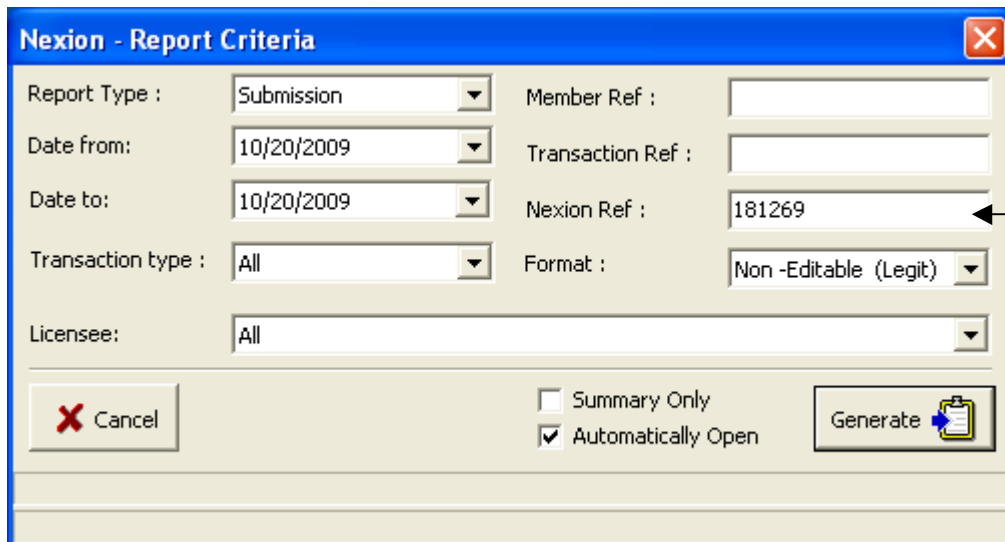
Nexion - Report Criteria

Report Type : Submission
Date from: 10/20/2009
Date to: 10/20/2009
Transaction type : All
Licensee: All

Member Ref :
Transaction Ref : Mr J Smith
Nexion Ref :
Format : Non -Editable (Legit)

☐ Summary Only
☒ Automatically Open

3. Select Nexion Ref for a specific receipt or proof of payment



Nexion - Report Criteria

Report Type : Submission
Date from: 10/20/2009
Date to: 10/20/2009
Transaction type : All
Licensee: All

Member Ref :
Transaction Ref :
Nexion Ref : 181269
Format : Non -Editable (Legit)

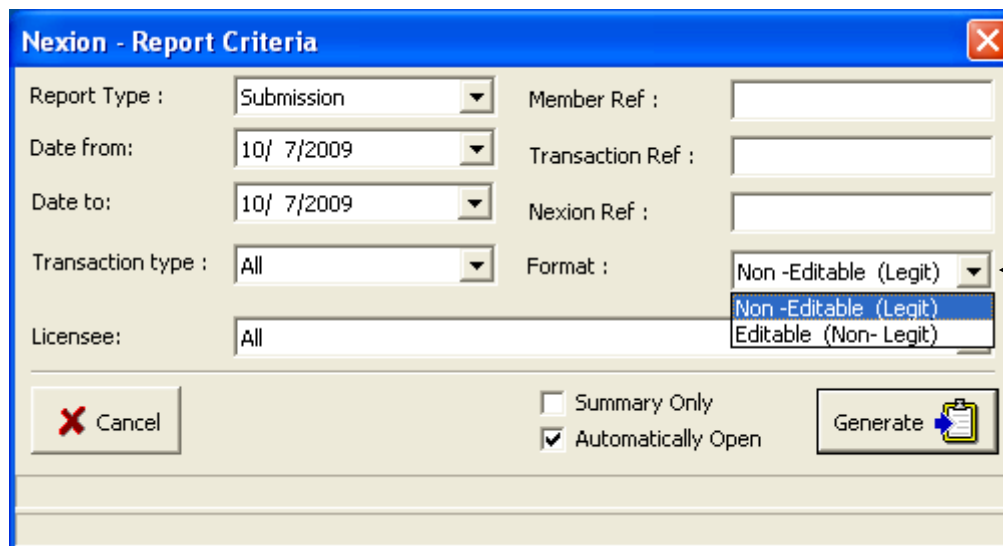
☐ Summary Only
☒ Automatically Open

The following are “Formatting Options” for your report

1. Select the format of the report either Non – Editable or Editable

Nexion provides 2 types of reports: Non-Editable or Editable

1. Non-Editable reports created by Nexion cannot be altered and can only be read on a computer that has a Nexion licence or a Reporting licence.
2. Editable reports are changeable and can be amended to suit the user. Use excel tools

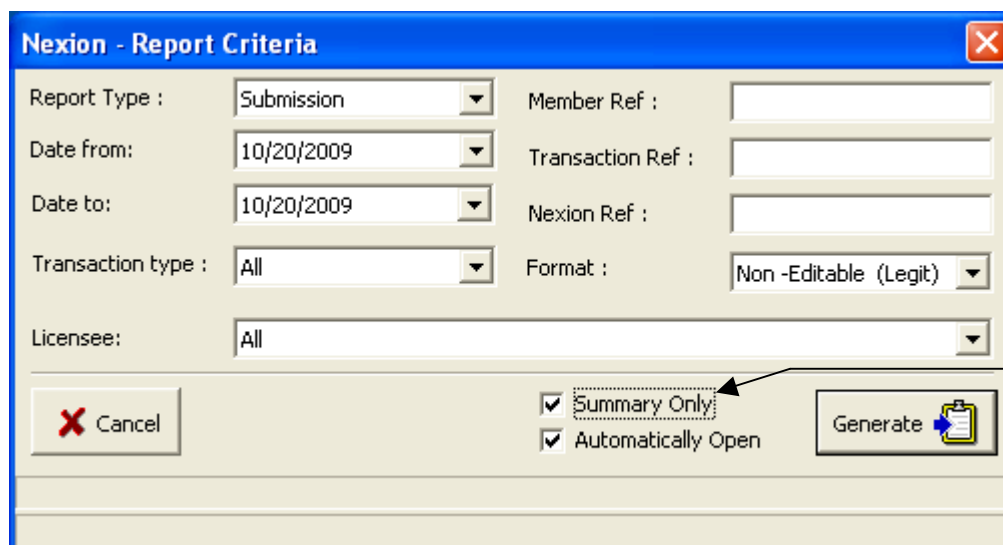


Nexion - Report Criteria

Report Type : Submission Member Ref :
Date from: 10/ 7/2009 Transaction Ref :
Date to: 10/ 7/2009 Nexion Ref :
Transaction type : All Format : Non -Editable (Legit)
Licensee: All

☐ Summary Only
☒ Automatically Open

2. Select Summary Only to view summary of transactions processed during the selected date range



Nexion - Report Criteria

Report Type : Submission Member Ref :
Date from: 10/20/2009 Transaction Ref :
Date to: 10/20/2009 Nexion Ref :
Transaction type : All Format : Non -Editable (Legit)
Licensee: All

☒ Summary Only
☒ Automatically Open

3. Select Automatically Open to view the selected report

If it is not selected the report will not open to view, but rather be saved in the directory where all other reports are saved. It can be viewed using the Historical View File option. (See chap 11 page 66)

Nexion - Report Criteria

Report Type : Submission

Date from: 10/20/2009

Date to: 10/20/2009

Transaction type : All

Licensee: All

Member Ref :

Transaction Ref :

Nexion Ref :

Format : Non-Editable (Legit)

☐ Summary Only

☒ Automatically Open

Reading Reports

Report Page Layout

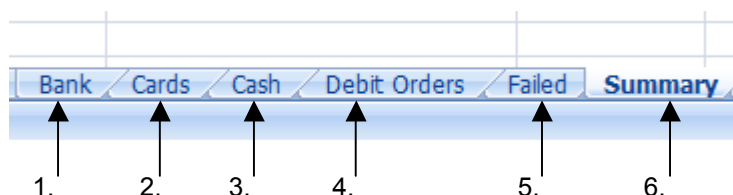
All reports have a similar layout which consists of : Header, Data, and Footer

PaymentType	Pan	Response Code	NexionRef	MemberRef	TransactionRef	Dated	ExpectedDate	TronType	Amount	Fees	NetAmount
Pending	521*****9111	00	BANKER 4340	x2 on 1 A4	cc ord	17/04/2009	21/04/2009	Master Card	R 400.00	R 18.24	R 381.76
Pending	521*****9111	00	BANKER 4335	2 on 1 A4	cc recs	17/04/2009	21/04/2009	Master Card	R 400.00	R 18.24	R 381.76
									R 800.00	R 36.48	R 763.52
Total Pending:									R 800.00	R 36.48	R 763.52
Total Paid:									R 0.00	R 0.00	R 0.00

1. Header – The header on each report gives you the Report Info Criteria
2. Data – The data is the information of the transactions done
3. Footer – The footer describes the report type, the filename, date, time, Nexion Helpdesk number as well as Nexion webpage address.

Transaction types and summary are displayed in separate Tabs

Each type of payment received will reflect on its very own type of tab



1. **Bank** – This tab allows you to view all EFT and Medical Aid transactions processed during the selected date range.
2. **Card** – This tab allows you to view all card transactions processed during the selected date range.
3. **Cash** – This tab allows you to view all cash and cheque payments processed during the selected date range.
4. **Debit Orders** – This tab allows you to view all debit/stop orders processed during the selected date range.
5. **Failed** – This tab allows you to view all failed transactions during the selected date range
6. **Summary** – The report automatically opens on the summary tab giving you an overview of all transactions processed during the selected date range.

Individual Licensee Report

Summary Tab

The Summary Tab provides totals by Payment Type and Status

Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Am
Bank	EFT	2	1 230.00	0.00	1 230.00	0.00	0.00	0.00	1 230.00	0.00	1
Bank	Medical Aid	1	40.00	0.00	40.00	0.00	0.00	0.00	40.00	0.00	
Cards	Amex	1	400.00	3.22	396.78	0.00	0.00	0.00	400.00	3.22	
Cards	Debit Cards	4	12 920.00	455.54	12 464.46	0.00	0.00	0.00	12 920.00	455.54	12
Cards	Diners	1	500.00	3.92	496.08	0.00	0.00	0.00	500.00	3.92	
Cards	Master Card	3	2 600.00	106.60	2 493.40	0.00	0.00	0.00	2 600.00	106.60	2
Cards	Visa	1	200.00	10.83	189.17	0.00	0.00	0.00	200.00	10.83	
Cash	Cash	3	4 110.00	0.00	4 110.00	0.00	0.00	0.00	4 110.00	0.00	4
Cash	Cheque	1	20.00	0.00	20.00	0.00	0.00	0.00	20.00	0.00	
Debit Orders	ACB	4	11 500.00	86.07	11 413.93	11 500.00	86.07	11 413.93	0.00	0.00	
			33 520.00	666.18	32853.82	11500	86.07	11413.93	22020	580.11	21
Bank		3	1 270.00	0.00	1 270.00	0.00	0.00	0.00	1 270.00	0.00	1
Cards		10	16,620.00	580.11	16,039.89	0.00	0.00	0.00	16,620.00	580.11	16
Cash		4	4,130.00	0.00	4,130.00	0.00	0.00	0.00	4,130.00	0.00	4
Debit Orders		4	11,500.00	86.07	11,413.93	11,500.00	86.07	11,413.93	0.00	0.00	
Failed		2	0.00	2.28	-2.28	0.00	0.00	0.00	0.00	0.00	

This report is Non-Editable (Legal) Phone 0861-NEXION for support <http://www.nexion.co.za>

Report Filename NX_091014_091021_Submi_Drs L Botha,Keys,Pelimakais,Du Toit_20091021140239_E.NXX Date 2009 10 21 Time 14:02:39

Ready Bank Cards Cash Debit Orders Failed Summary

1. Transaction Summary – Subtotals by transaction type and status
2. Tab Total Summary – Subtotals by tab and status
3. Totals – Totals
4. Qty – The number of transactions
5. Total Amount – Pending + Paid
6. Pending – Processed not paid
7. Paid – Transactions paid

Transaction Category Detail Tabs

All Transaction Detail Tabs have a similar layout as demonstrated in the “Card Tab” example below.

For
Date Range
Tab

Submission Report

Drs L Botha, Keys, Pelimkakais, Du Toit

From : 2009-10-14

To : 2009-10-21

Cards

Cash flow management. So

Total Transactions :10

									Totals		
Payment Status	Card No or Member Name	Response Code	NexionRef	MemberRef	TransactionRef	Trxn Date	Expected Date	TrxnType	Trxn Amount	Fees	Nett
Paid	3770*****6554	00	BANKER <4798>	Amex	Crdr	19/10/2009	21/10/2009	Amex/Diners	400.00	3.22	
Paid	6007*****0027	00	BANKER <4764>	000001	39	14/10/2009	19/10/2009	Debit Cards	1 400.00	51.30	
Test the Member reference field and see if reports displays the full captured data											
Paid	6007*****0027	00	BANKER <4775>			15/10/2009	19/10/2009	Debit Cards	10 000.00	345.42	
Paid	6007*****0027	00	BANKER <4783>	djc	tst	15/10/2009	19/10/2009	Debit Cards	1 220.00	45.14	
Paid	6007*****0027	00	BANKER <4797>	Dt Crd Savings	Crdr	19/10/2009	21/10/2009	Debit Cards	300.00	13.68	
Paid	3660*****3322	00	BANKER <4799>	Diners	Crdr	19/10/2009	21/10/2009	Amex/Diners	500.00	3.92	
Paid	5221*****7987	00	BANKER <4765>	000001	40	14/10/2009	19/10/2009	Master Card	500.00	21.95	
Paid	5221*****9111	00	BANKER <4793>	card mc	tsts	16/10/2009	20/10/2009	Master Card	2 000.00	77.52	
Paid	5221*****9111	00	BANKER <4795>	Mc	Crdr	19/10/2009	21/10/2009	Master Card	100.00	7.13	
Paid	4923*****6636	00	BANKER <4796>	Visa	Crdr	19/10/2009	21/10/2009	Visa	200.00	10.83	
									16 620.00	580.11	
									Pending:	0.00	0.00
									Total Paid:	16,620.00	580.11

Bank Cards Cash Debit Orders Failed Summary

1. 2. 3. 4. 5. 6. 7. 8. 9.

10.

1. Total transactions – Number of transactions
2. Payment status – The status of the payment type
3. Nexion Ref – The receipt number
4. Member Ref – The file number of the patient/client
5. Transaction Ref – The patient/clients name – integrated users will see numbers
6. Trxn Date – The date transaction was processed
7. Expected Date – The date on which the funds will be paid in to your nominated bank account
8. Trxn Type – The type of payment made e.g... debit, master, visa, diners.....etc
9. Totals Amount – Transaction amount and fee
10. Tab summary by status – Gives the totals of the specific tab you are viewing

Summary Reports

When “All” is selected, in addition to a individual report you will also get a summary report.

The summary report will display the summary tabs for the individual report and a summary of summary tab transaction for all Licensees

Submission Report

For
Drs L Botha,Keys,Pelimkakais,Du Toit

Date
Range

From : 2009-10-14

To : 2009-10-21

Tab

Summary

Cash flow management. Solved

			Totals			Pending			Paid		
Tab	Payment Type	QTY	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Amount	Trxn Amount	Fees	Nett Am
Bank	EFT	2	1 230.00	0.00	1 230.00	0.00	0.00	0.00	1 230.00	0.00	1 230.00
Bank	Medical Aid	1	40.00	0.00	40.00	0.00	0.00	0.00	40.00	0.00	40.00
Cards	Amex	1	400.00	3.22	396.78	0.00	0.00	0.00	400.00	3.22	396.78
Cards	Debit Cards	4	12 920.00	455.54	12 464.46	0.00	0.00	0.00	12 920.00	455.54	12 464.46
Cards	Diners	1	500.00	3.92	496.08	0.00	0.00	0.00	500.00	3.92	496.08
Cards	Master Card	3	2 600.00	106.60	2 493.40	0.00	0.00	0.00	2 600.00	106.60	2 493.40
Cards	Visa	1	200.00	10.83	189.17	0.00	0.00	0.00	200.00	10.83	189.17
Cash	Cash	3	4 110.00	0.00	4 110.00	0.00	0.00	0.00	4 110.00	0.00	4 110.00
Cash	Cheque	1	20.00	0.00	20.00	0.00	0.00	0.00	20.00	0.00	20.00
Debit Orders	ACB	4	11 500.00	86.07	11 413.93	11 500.00	86.07	11 413.93	0.00	0.00	0.00
			33 520.00	666.18	32 853.82	11 500.00	86.07	11 413.93	22 020.00	580.11	21 439.89
Bank		3	1,270.00	0.00	1,270.00	0.00	0.00	0.00	1,270.00	0.00	1,270.00
Cards		10	16,620.00	580.11	16,039.89	0.00	0.00	0.00	16,620.00	580.11	16,039.89
Cash		4	4,130.00	0.00	4,130.00	0.00	0.00	0.00	4,130.00	0.00	4,130.00
Debit Orders		4	11,500.00	86.07	11,413.93	11,500.00	86.07	11,413.93	0.00	0.00	0.00
Failed		2	0.00	2.28	-2.28	0.00	0.00	0.00	0.00	0.00	0.00

This report is Non-Editable (Legal)

Phone 0861-NEXION for support <http://www.nexion.co.za>

Report Filename: NX_091014_091021_Submi_Drs L Botha,Keys,Pelimkakais,Du Toit_20091021140239_E.NXX

Date 2009 10 21

Time 14:02:39

Bank Cards Cash Debit Orders Failed Summary

Ready

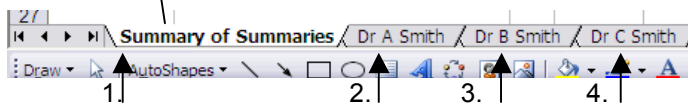
1. Transaction Summary – Subtotals by transaction type and status
2. Tab Total Summary – Subtotals by tab and status
3. Totals – Totals
4. Qty Totals – The number of transactions
5. Total Amount – Pending + Paid
6. Pending – Processed not Paid
7. Paid – Transactions Paid

Summary of Summaries Tab

Summary
For All
Date Range From : 2009-04-17 To : 2009-04-17
Tab Summary of Summaries

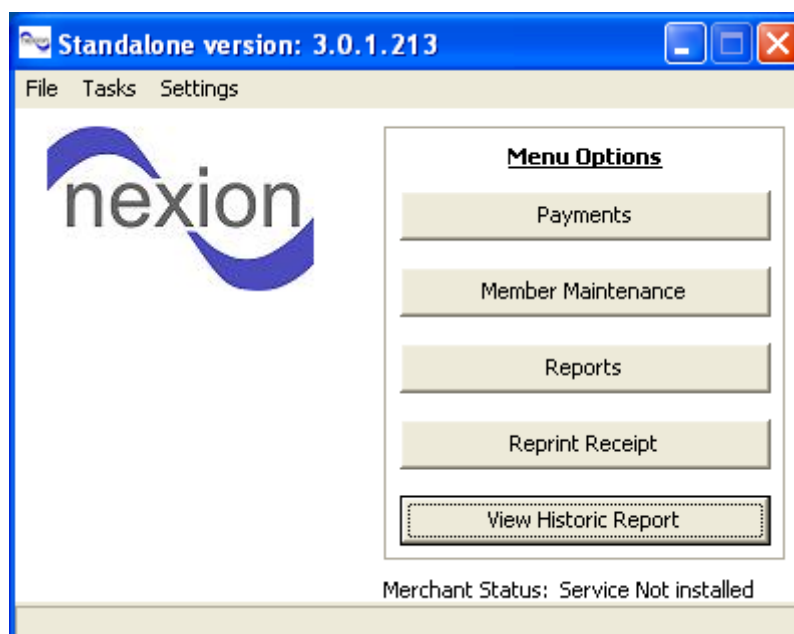
Tab	PaymentType	QTY	Totals			Pending		
			Amount	Fees	Sett	Amount	Fees	Sett
Debit Orders	ACB	1	R 100.00	R 0.00	R 100.00	R 100.00	R 0.00	R 100.00
Cards	Master Card	1	R 400.00	R 18.24	R 381.76	R 400.00	R 18.24	R 381.76
			R 500.00	R 18.24	R 481.76	R 500.00	R 18.24	R 481.76
Debit Orders		1	R 100	R 0	R 100	R 100	R 0	R 100
Cards		1	R 400	R 18.24	R 381.76	R 400	R 18.24	R 381.76

This report is Non-Editable (Legal)
Report Filename: SummaryOfSummaries20090417105743.NOX
Phone 0861-NEXION for support
Date 2009 04 17

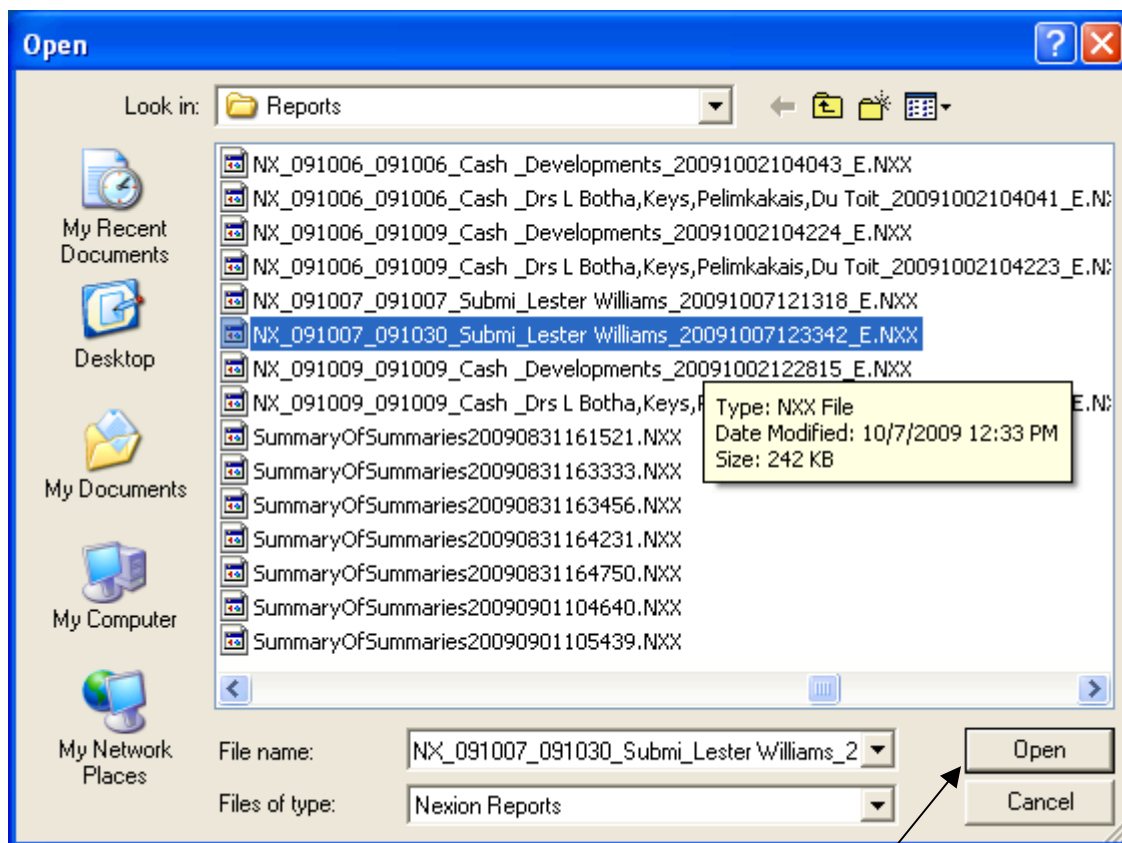


Recalling a previously generated report

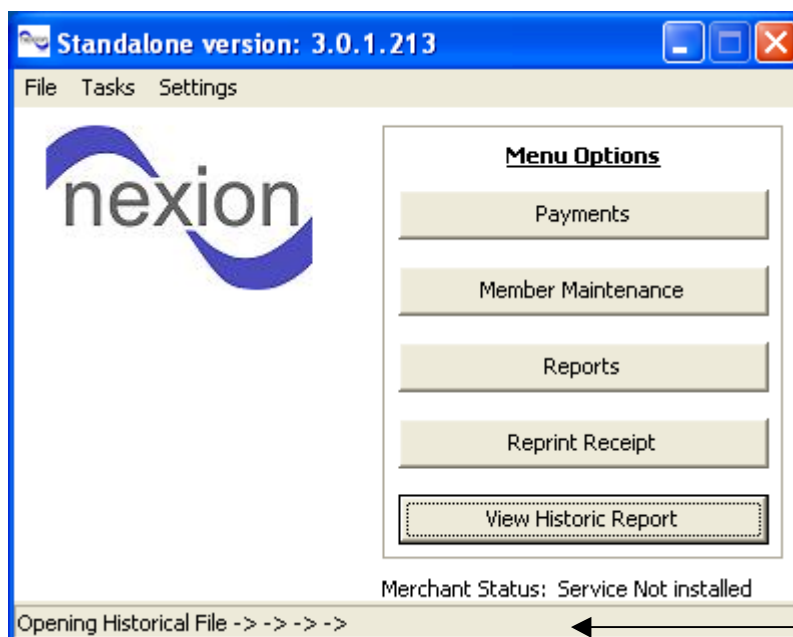
1. From the "Main Menu" Click on the "View Historic Report" button



2. Select the previously generated report according to the Name (See Format Page 53)



3. Click on the Open button to view _____
4. Opening Historic File message will appear during the generating of the file. _____



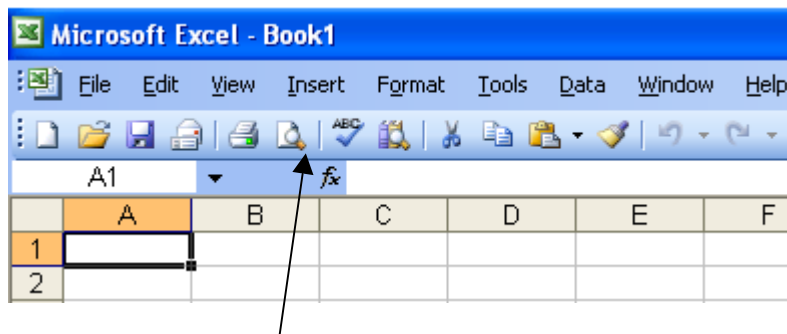
Printing Reports

NB!!! Prior to printing any reports please ensure that your printer is switched on and has sufficient paper.

Print Current Tab

To print a specific Tab do the following:

1. Click on the print icon in the Excel Toolbar at the top of the page.



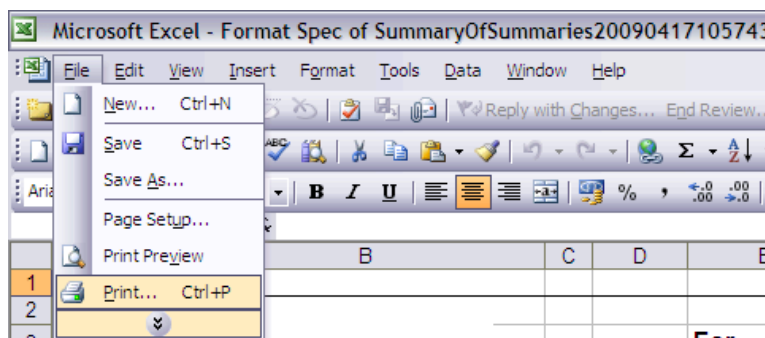
Print Icon

Once selected the Excel Format of the Report will automatically print to the default printer.

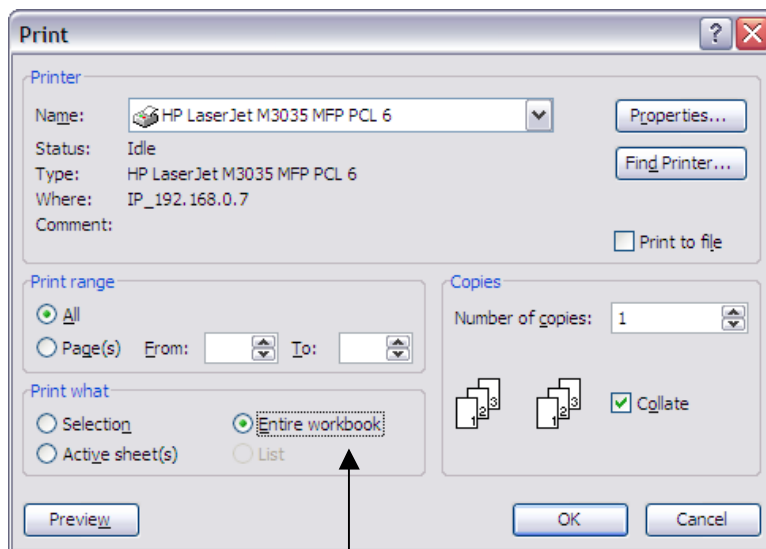
Print Entire Workbook

To print all the Tabs as well as the Summary Tab do the following:

1. Click on File and scroll down until you reach the “Print.... Ctrl +P” option



2. In the “Print what” section select the “Entire Workbook” option to have all the tabs printed



Entire Workbook

Once selected click “OK” to start printing.

Chapter 12

Troubleshooting

My terminal does not show “ Nexion <TM> Powered by Concorde Solutions”

Check that the paypoint terminal is on.
Check that the Nexion program is open and running

Swipe machine message “Initialised waiting for Network”

Check that the credit card terminal is on.
Check that the Nexion program is open and running

The receipt does not print

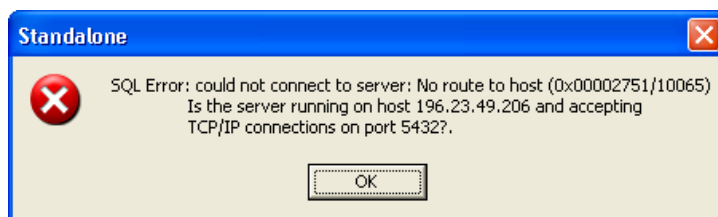
Is your printer on?
Do you have paper in your printer?

To reprint a receipt

Should you need another copy, the last successfully processes transaction receipt can be printed from the main menu. If you need a previously issued receipt please call our call centre **0861 NEXION (634966)**

No connection to the Internet

the following message is displayed



If this happens, please check your connection to the Internet is working.

Terminal Transaction Response Codes

See Appendix A Standard ISO Response Codes Page 73

Transaction declined before the card is swiped

Please contact Nexion call centre 0861 639 466

The printer is printing multiple copies of the same receipt

Please contact Nexion call centre 0861 639 466

Error message – Could not find main class

This is a Java error - Please contact Nexion call centre 0861 639 466

Chapter 13

Standard ISO Response Codes

A list of all the standard Terminal transaction: Error Response Codes

NR	Response Code Description	Action
00	Approved or completed successfully	
01	Refer to card issuer	Call Nexion for auth number
02	Refer to card issuer, special condition	Client Contact Issuing Bank
03	Invalid merchant	See Page 18
04	Pick-up card	if not hostile keep the card
05	Do not honour	Client to contact Issuing bank
06	Error	See Page 12
07	Pick-up card, special condition	If not hostile keep the card
08	Honour with identification	Confirm clients ID
09	Request in progress	Wait for transaction completion
10	Approved, partial	
11	Approved, VIP	
12	Invalid transaction	incorrect information / Redo transaction
13	Invalid amount	incorrect amount / Redo transaction
14	Invalid card number	wrong pin / Re Insert Pin
15	No such issuer	
16	Approved, update track 3	bank is back online
17	Operator Cancelled	
18	Customer dispute	Client to contact Issuing bank
19	Re enter transaction	Re enter Transaction
20	Invalid response	software issue/or restart machine/or swap / See page 12
21	No action taken	
22	Suspected malfunction	
23	Unacceptable transaction fee	
24	File update not supported	bank is offline
25	Unable to locate record	bank is offline
26	Duplicate record	
27	File update edit error	bank is offline
28	File update file locked	bank is offline
30	File update failed	bank is offline
31	Bank not supported	
32	Completed partially	reprint to verify
33	Expired card, pick-up	
34	Suspected fraud, pick-up	
35	Contact acquirer, pick-up	
36	Restricted card, pick-up	
37	Call acquirer security, pick-up	
38	PIN tries exceeded, pick-up	
39	No credit account	no money/or debit card
40	Function not supported	invalid entry
41	Lost card (Contact Bank)	
42	No universal account	small bank not international
43	Stolen card	
44	No investment account	
51	Not sufficient funds (Contact Bank)	
52	No check account	
53	No savings account	
54	Expired card (Contact Bank)	
55	Incorrect PIN	
56	No card record	bank is offline / Retry later
57	Transaction not permitted to cardholder	trying to access accounts that the person does not have
58	Transaction not permitted on terminal	terminal is not setup for the function
59	Suspected fraud	
60	Contact acquirer	contact bank
61	Exceeds withdrawal limit	contact bank
62	Restricted card	contact bank
63	Security violation	input error
64	Original amount incorrect	

65	Exceeds withdrawal frequency	
66	Call acquirer security	
67	Hard capture	
68	Response received too late	re do transaction
75	PIN tries exceeded	
77	Intervene, bank approval required	contact bank
78	Intervene, bank approval required for partial amount	contact bank
90	Cut-off in progress	
91	Issuer or switch inoperative	check switch up and running call Craig / Chad
92	Routing error	Restart
93	Violation of law	not legal
94	Duplicate transaction	Reconcile
95	Reconcile error	
96	Communication System malfunction (Communication Error between Terminal & Radio pad or Modem) fast net/iwise/network-IT	
97	Communication Error – cannot connect to Internet	Check Internet connection
98	Exceeds cash limit	
76	Approved country club	
77	Approved pending identification	
78	Approved blind	
79	approved administrative transaction	
80	Approved national negative file hit OK	
81	Approved commercial	
82	No security module	
83	No accounts	
84	No PBF	
85	PBF update error	
86	Invalid authorisation type	redo transaction
87	Bad Track 2	bank offline
88	PTLF error	
89	Invalid route service	
N0	Unable to authorise	
N1	Invalid PAN length	
N2	Preauthorisation full	
N3	Maximum online refund reached	limit exceeded
N4	Maximum off-line refund reached	limit exceeded
N5	Maximum credit per refund	limit exceeded
N6	Maximum refund credit reached	limit for refund
N7	Customer selected negative file reason	possible bank issue
N8	Over floor limit	
N9	Maximum number refund credits	
O0	Referral file full	
O1	NEG file problem	
O2	Advance less than minimum	
O3	Delinquent	
O4	Over limit table	
O5	PIN required	debit card holder needs to enter PIN
O6	Mod 10 check	
O7	Force post	
O8	Bad PBF	
O9	NEG file problem	Card holder to contact bank
P0	CAF problem	Card holder to contact bank
P1	Over daily limit	
P2	CAPF not found	
P3	Advance less than minimum	
P4	Number of times used	
P5	Delinquent	
P6	Over limit table	
P7	Advance less than minimum	
P8	Administrative card needed	
P9	Enter lesser amount	
Q0	Invalid transaction date	wrong date/check machine
Q1	Invalid expiration date	
Q2	Invalid transaction code	
Q3	Advance less than minimum	
Q4	Number of times used	

Q5	Delinquent	
Q6	Over limit table	
Q7	Amount over maximum	
Q8	Administrative card not found	
Q9	Administrative card not allowed	
R0	Approved administrative request -in window	
R1	Approved administrative request -out of window	
R2	Approved administrative request -anytime	
R3	Chargeback-customer file updated	
R4	Chargeback-customer file updated -acquirer not found	
R5	Chargeback-incorrect prefix number	
R6	Chargeback-incorrect response code or CPF configuration	
R7	Administrative transactions not supported	
R8	Card on national negative file	
S4	PTLF full	
S5	Chargeback-approved, customer file not updated	
S6	Chargeback-approved, customer file not updated, acquirer not found	
S7	Chargeback-accepted, incorrect destination	
S8	ADMN file problem	
S9	Unable to validate PIN; security module is down	encrypter down/office or Craig / Chad
T1	Invalid credit card advance amount	
T2	Invalid transaction date	input error
T3	Card not supported	
T4	Amount over maximum	
T5	CAF status = 0 or 9	
T6	Bad UAF	
T7	Cash back exceeds daily limit	

00	Successful	
A0	Invalid Terminal / Merchant	Machine needs to be programmed
A1	No Events available	
A2	No Breakdown Levels available	
A3	Authorization Unsuccessful - Insufficient Inventory	stock shortage – contact office
A4	Authorization Unsuccessful - Could not locate inventory	stock shortage – contact office
A5	Advice Unsuccessful - Invalid Transaction ID	
A6	Advice Unsuccessful - Velocity Amount Exceeded	
A7	Advice Unsuccessful - Velocity Lines Exceeded	
A8	Issuer or Switch Inoperative	check switch is up and running/ Craig / Chad
A9	Routing Error	redo transaction
AA	Message Decode Error	
AB	System Malfunction	check switch is up and running/ Craig / Chad
AC	Response Received Too Late	redo transaction
AD	Refer to extended response code in message (This is used when a gateway returns response codes that are required to be displayed to the user)	
AE	Message Sequence Error.	
AF	Gateway Authorization Failure	
B0	Functionality Not Supported	
B1	Invalid Issue Confirmation Reference	
B2	No Reconciliation Entries Found	

Glossary

Lodge:	action/payment date
PMS:	Practice Management System
PMA :	Practice Management Application
Repayment amount	Agreed monthly debit from the patient's back account. This will be deducted on a monthly basis until the outstanding balance is recovered.
Preferred account	Setting this option will determine the preferred account from which the outstanding balance will be deducted.
Trxn :	Transaction or better known as a payment
Standalone Trxn :	Standalone transaction is a payment which was made using only Nexion
Integrated Trxn :	An Integrated transaction is a payment which is made using Nexion as well as a Practice Management System

APPENDIX 1 – MEMBER REGISTRATION FORM

MEMBER REGISTRATION FORM

Nexion SA (Pty) Ltd
Tel: 0861 639466
Fax: 086 6324835
Email: member@nexionsa.com
 M06 Christiaan Barnard Memorial Hospital
 181 Longmarket Street, Cape Town
 8001, South Africa



1. INSTRUCTIONS																																															
Please complete in BLOCK LETTERS and fax signed form to Nexion Fax: 086 654 6236 or call 0861 639 466 for assistance. A copy of member's ID must be sent with this application form.																																															
Date <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>												D	D	M	M	Y	Y	Y	Y																												
D	D	M	M	Y	Y	Y	Y																																								
2. PERSONAL DETAILS																																															
Provide requested information for applicant/ account holder:																																															
ID Number : <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																		Title : _____																													
Name : _____						Surname : _____																																									
Tel : (0) - _____						Fax : (0) - _____																																									
Mobile : (0) - _____						Email : _____																																									
How would you prefer to receive notifications regarding your transactions: (Circle one) Email / SMS / Fax / Mail																																															
3. ADDRESS DETAILS																																															
Provide an address for applicant/ accountholder. To add additional addresses, please use the MEMBER ACCOUNT MAINTENANCE FORM																																															
Address Type (circle one) : Residential / Postal / Business / Other																																															
Address line 1 : _____						Suburb : _____																																									
Address line 2 : _____						City : _____																																									
Postal Code : _____																																															
4. ACCOUNT DETAILS																																															
Provide details of account to be debited. To add additional accounts, please use the MEMBER ACCOUNT MAINTENANCE FORM.																																															
Account Type (circle one) : Current / Savings																																															
Bank Name : _____						Account Holder : _____																																									
Account number : <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																		Branch Code : <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																													
5. SECURITY																																															
Select a personal question that we can use to identify you and keep your information secure should we need to contact you: (select one)																																															
1. What is your mother's maiden name? _____																																															
2. Name of your favourite pet? _____																																															
3. What is your favourite colour? _____																																															
4. What was the make your first car? _____																																															
5. What city or town where you born in? _____																																															
6. LEGAL																																															
I understand and agree that I am ultimately responsible for the entire bill for goods and services rendered. I/We hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account), or credit card in respect of all sums which now or in the future may be or become due and payable by me, howsoever arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA (Pty) Limited and by the South African Banks and I/We also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on an accompanying voucher. I/We agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reason under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days' notice in writing, sent by prepaid registered post. I/We understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/We acknowledge that the party hereby authorized to effect the drawing(s) against my/our bank account or credit card may not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.																																															
7. SIGNATURE																																															
I hereby grant permission to the specified Service Provider to retrieve funds due as outlined in the agreement above.																																															
Signature _____																																															
Assisted By (where legally necessary) _____																																															
FOR OFFICE USE ONLY																																															
Date <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>												D	D	M	M	Y	Y	Y	Y																												
D	D	M	M	Y	Y	Y	Y																																								
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APPENDIX 2 – MANUAL TRANSACTION FORM

MANUAL TRANSACTION FORM		Nexion SA (Pty) Ltd Tel: 0861 639 466 Fax: 086 632 4835 Email: member@nexion.co.za M06 Christiaan Barnard Memorial Hospital 181 Longmarket Street, Cape Town 8001, South Africa																			
Nexion Licensee..... Sent by.....																					
1. INSTRUCTIONS																					
Please complete in BLOCK LETTERS and fax signed form to Nexion Fax: 086 632 4835 or call 0861 639 466 for assistance. Original must be kept on file. This transaction will be confirmed by receipt within one working day. Please contact us on 0861 639 466 if you do not receive a receipt.																					
		Date <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y											
D	D	M	M	Y	Y	Y	Y														
2. CARDHOLDER DETAILS																					
ID Number : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																					Title : _____
Name : _____		Surname : _____																			
3. CARD DETAILS																					
For NEXION (Direct debit clients account) Provide details for direct debit transactions		START DATE (First deduction) <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y											
D	D	M	M	Y	Y	Y	Y														
OR Number of months (number of deductions max 18) : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td></tr></table>																					
For Credit Cards																					
Provide details of card to debit. CARD TYPE : VISA : ☐ MASTERCARD : ☐ DINERS : ☐ AMEX : ☐																					
Name on card : _____		Card Number : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																			
EXPIRY DATE : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>										CVV Number : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td><td> </td></tr></table> Last 3 digits on back of card.											
4. TRANSACTION DETAILS																					
TOTAL AMOUNT TO BE COLLECTED : R <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> . <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td> </td><td> </td></tr></table>																					
TRANSACTION REFERENCE : _____		MEMBER REFERENCE : _____																			
5. LEGAL																					
I/we understand and agree that I/we are ultimately responsible for the entire bill for goods and services rendered. I/we hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account), or credit card in respect of all sums which now or in the future may be or become due and payable by me/us, howsoever arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I/we understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA (Pty) Limited and by the South African Banks and I/we also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on an accompanying voucher. I/we agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reason under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days' notice in writing, sent by prepaid registered post. I/we understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/we acknowledge that the party hereby authorized to effect the drawing(s) against my/our bank account or credit card may not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.																					
6. SIGNATURE																					
I hereby grant permission to the specified Service Provider Nexion to retrieve funds due as outlined in the agreement above.																					
Signature _____		Assisted By (where legally necessary)																			
CARD IMPRINT DETAILS		FOR OFFICE USE ONLY																			
(USE PENCIL TO IMPRINT CARD) 0000 0000 0000 0000 MM/YY A B SAMPLE In order to process later charge back, Nexion needs you to provide an imprint of the card		RECEIVED : _____ PROCESSED : _____ VERIFIED : _____																			

APPENDIX 3 - MANUAL CREDIT OR REFUND APPLICATION FORM

MANUAL CREDIT OR REFUND APPLICATION

Nexion SA (Pty) Ltd
Tel: 0861 639466
Fax: 086 6324835
Email: member@nexion.co.za
 M06 Christiaan Barnard Memorial Hospital
 181 Longmarket Street, Cape Town
 8001, South Africa



1. INSTRUCTIONS

Please complete in BLOCK LETTERS and fax signed form to **Nexion Fax: 086 654 6236** or call 0861 639 466 for assistance. Original must be kept on file.

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

2. PERSONAL DETAILS

Provide details of account holder

ID Number :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Title: _____

Name : _____

Surname : _____

Tel : (0) - _____

Fax : (0) - _____

Mobile : (0) - _____

Email : _____

3. ADDRESS DETAILS

Provide an address for account holder.

Address Type (circle one) : **Residential / Postal / Business / Other**

Address line 1 : _____

Suburb : _____

Address line 2 : _____

City : _____

Postal Code : _____

4. CARD DETAILS

Provide details of card to be credited / refunded .

CARD TYPE : **VISA / MASTERCARD / DINERS / AMEX**

Expiry Date/.....

Bank Name : _____

Card Holder : _____

Card Number :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Last 3 digits on

back of card:

--	--	--	--

5. DETAILS OF TRANSACTION BEING CREDITED OR REFUNDED

DATE OF TRANSACTION : _____

AMOUNT TO BE CREDITED _____

TRANSACTION REFERENCE _____

MEMBER REFERENCE _____

LICENCEE NAME : _____

CONTACT PERSON _____

6. LEGAL

I/we understand and agree that I/we are ultimately responsible for the entire bill for goods and services rendered. I/we hereby request "instruct" and authorize you to draw against my/our account with the abovementioned bank (or any other bank or branch to which I/we may transfer my/our account), or credit card in respect of all sums which now or in the future may be or become due and payable by me, howsoever arising and will continue until termination of our agreement or until cancelled by me/us in writing. All such withdrawals from my/our bank account or credit card by you shall be treated as though they had been signed by me/us personally. I/we understand that the withdrawals hereby authorized will be processed through a computerized system provided by Nexion SA (Pty) Limited and by the South African Banks and I /We also understand that details of each withdrawal will be printed on my/our bank or credit card statement or on an accompanying voucher. I/we agree to pay any bank charges relating to this debit order / credit card instruction. In the event of any rejection of this debit order due to lack of funds or any other reason under my/our control, a penalty of R100.00 will be levied. This authority may be cancelled by me/us by giving you thirty days' notice in writing, sent by prepaid registered post. I/we understand that I/we shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you. Receipt of this instruction by you shall be regarded as receipt thereof by my/our bank (whichever it is or will be). ASSIGNMENT: I/we acknowledge that the party hereby authorized to effect the drawing(s) against my/our bank account or credit card may not cede or assign any of its rights to any third party without my/our prior written consent. I/we may not delegate any of my/our obligations in terms of this contract authority to any third party without prior written consent of the authorized party.

7. SIGNATURE

I hereby grant permission to the specified service provider and Nexion to refund funds due as outlined in the agreement above.

Signature Card Holder _____

Signature Practice _____

FOR OFFICE USE ONLY

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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APPENDIX 4 - DIFFERENTIATING BETWEEN CREDIT AND DEBIT CARDS

Nexion allows you to process **two** types of cards :-

1. Credit Cards – These are easily identified by having **raised letters** and have either a MasterCard, Visa, American Express or Diners logo on the bottom right hand corner of the card.

(Some banks have issued cheque cards that are linked to current accounts but as they have a MasterCard or Visa logo displayed, these cards **MUST** be processed as Credit Cards.)

Process by selecting the Credit option (number 3) on the terminal when prompted. (see page 16 of user manual).

Debit Cards – Do **not** have raised numbers or letters and have either a Maestro or Electron logo on the bottom right hand corner of the card.

Process by selecting either Current (number 2) or Savings (number 1) depending on what type of account the card is linked to.

When processing a Debit card a PIN number will need to be entered by the cardholder using the swipe machine.

If you are not certain of the type of card, please call our call centre at any time on 0861 639 466